State Abbreviation	State	Topic Name
AK	Alaska	Claims & billing
AK	Alaska	Claims & billing
AK	Alaska	Claims & billing
AK	Alaska	Claims & billing
AK	Alaska	Claims & billing
AK	Alaska	Claims & billing
AK	Alaska	Claims & billing
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services

Page 1 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Question

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Page 2 of 1330 04/19/2015

Organization Name	Agency Name	Local Phone
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	DHSS of Alaska - Division of Healthcare Services & Health Facilities Licensing and Certification Uni	(907) 334-2430
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory	(847) 853-6060

Page 3 of 1330 04/19/2015

Local Phone Extension	Local Phone Notes	Local TDD	Local TDD Extension	Tollfree Phone
				(800) 633-4227
				(888) 355-9165
				(800) 633-4227
		(855) 797-2627		(855) 798-2627
				(800) 633-4227
				(800) 633-4227
				(800) 447-8477
		(877) 588-1123		(877) 588-1123
				(888) 387-9387
				(800) 424-4301
				(866) 275-2267
				(888) 545-5222
				(800) 323-4040

Page 4 of 1330 04/19/2015

Tollfree Extension	Tollfree Instate?	Tollfree Phone Notes	Tollfree TDD	Tollfree TDD Extension
		Jurisdiction D		
		1-800-MEDICARE		
		1-800-MEDICARE		
		1-800-MEDICARE		
			(800) 377-4950	
	୬			

Page 5 of 1330 04/19/2015

Spanish Phone	Spanish Phone Extension	E-mail Address
		medicare.railroad@palmettogba.com
		hhstips@oig
		Tiriotipo e org
		:
		info@aaaasf.org or reception@aaaasf.org
		media@cap.org
		info@aaahc.org

Page 6 of 1330 04/19/2015

Web Address www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.noridianmedicare.com www.noridianmedicare.com www.oig.hhs.gov www.hss.state.ak.us www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org

Page 7 of 1330 04/19/2015

AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	Complaints about my care or services
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions

Page 8 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Page 9 of 1330 04/19/2015

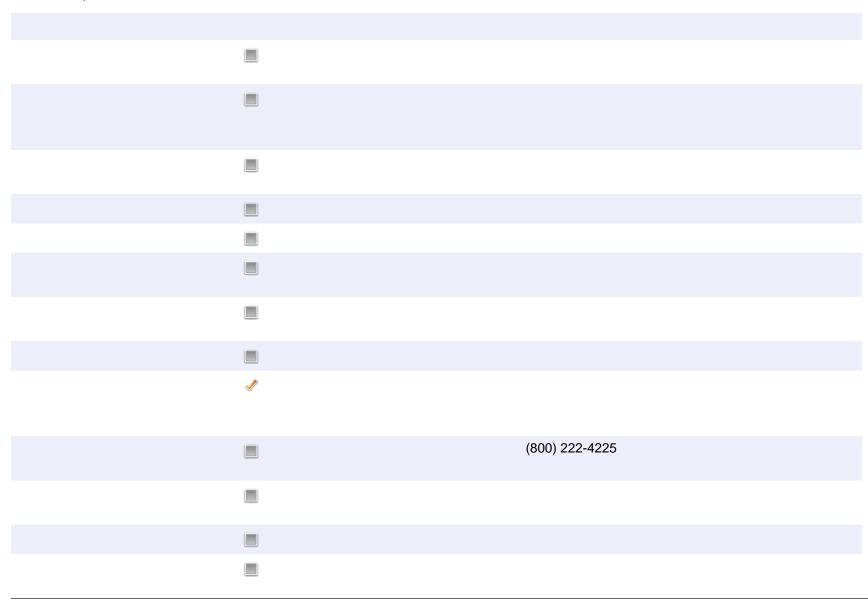
Helpful Contacts - Agency List By Topic

Health Care Joint Commission on Accreditation of Healthcare Joint Commission on Accreditation of (630) 792-5800 Organizations (JCAHO) Healthcare Organizations (JCAHO) Home Health Agency DHSS of Alaska - Division of Healthcare (907) 334-2483 Services & Health Facilities Licensing and Certification Uni QIO - Quality Improvement Organization (Quality Innovation Mountain Pacific Quality Health Foundation (406) 443-4020 Network) Long Term Care Ombudsman of Alaska Ombudsman (907) 334-4480 Medicaid - Report Fraud Department of Health and Human Services (907) 269-1060 Center for Health Dispute Resolution (CHDR) MAXIMUS Center for Health Dispute (585) 425-5210 Resolution (CHDR) Office for Civil Rights Office for Civil Rights of Alaska, Idaho, (206) 615-2290 Oregon, and Washington ESRD -- End-Stage Renal Disease Networks Northwest Renal Network - Network 16 (206) 923-0714 Nursing Home State Survey Agency DHSS of Alaska - Division of Healthcare (907) 334-2483 Services & Health Facilities Licensing and Certification Uni National Institute on Aging Information Center National Institute on Aging Information Center National Kidney and Urologic Diseases Information National Kidney and Urologic Diseases (301) 654-4415 Information American Association of Kidney Patients American Association of Kidney Patients (813) 636-8100 American Kidney Fund American Kidney Fund (301) 881-3052

Page 10 of 1330 04/19/2015

	(888) 387-9387
	(200) 407 2000
	(800) 497-8232
	(800) 730-6393
	(800) 478-6406
(206) 615-2296	
	(222) 222 4744
	(800) 262-1514
	(888) 387-9387
	(200) 200 2005
	(800) 222-2225
	(800) 801-5300
	(800) 891-5390
	(800) 749-2257

Page 11 of 1330 04/19/2015



Page 12 of 1330 04/19/2015

Based of Freipful Contacts Bata	
	ocrmail@of.dhhs.gov
	shechinson@nw16.esrd.net
	niaic@nia.nih.gov
	g
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

Page 13 of 1330 04/19/2015



Page 14 of 1330 04/19/2015

AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	General health & health conditions
AK	Alaska	Health care facilities & services in my area
AK	Alaska	Health care facilities & services in my area
AK	Alaska	Health care facilities & services in my area
AK	Alaska	Health care facilities & services in my area
AK	Alaska	Health care facilities & services in my area
AK	Alaska	Health care facilities & services in my area
AK	Alaska	Help with my Medicare options & issues
AK	Alaska	Help with my Medicare options & issues
AK	Alaska	Help with my Medicare options & issues
AK	Alaska	Help with my Medicare options & issues

Page 15 of 1330 04/19/2015

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 16 of 1330 04/19/2015

American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Alaska Primary Care Association	(907) 929-2722
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Denali KidCare	(907) 269-6529
State Hospice Organization	Hospice and Home Care of Juneau, Alaska	(907) 463-6111
State Hospice Organization	Hospice of Mat-Su, Alaska	(907) 352-4800
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services	CMS, Seattle Regional Office	(206) 615-2354

Page 17 of 1330 04/19/2015

		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
Anchorage Area		(888) 318-8890
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 18 of 1330 04/19/2015

(866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874

Page 19 of 1330 04/19/2015

(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
(888) 318-8890	Denali.Kid.Care@alaska.gov
	b.mistler@msrmc.com
	javerplaetse@rrb.gov

Page 20 of 1330 04/19/2015

www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.alaskapca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://dhss.alaska.gov/dhcs/Pages/DenaliKidCare/default.as px
www.ccsjuneau.org
www.matsuregional.com
www.socialsecurity.gov
www.rrb.gov
www.cms.gov

Page 21 of 1330 04/19/2015

AK	Alaska	Help with my Medicare options & issues
AK	Alaska	Help with my Medicare options & issues
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AK	Alaska	Other insurance programs
AL	Alabama	Claims & billing
AL	Alabama	Claims & billing
AL	Alabama	Claims & billing
AL	Alabama	Claims & billing
AL	Alabama	Claims & billing
AL	Alabama	Claims & billing

Page 22 of 1330 04/19/2015

Medigap Policies
Personalized health insurance counseling
Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.
Part A bills and services, hospital care, skilled nursing care, and fraud.
Part B bills and services.

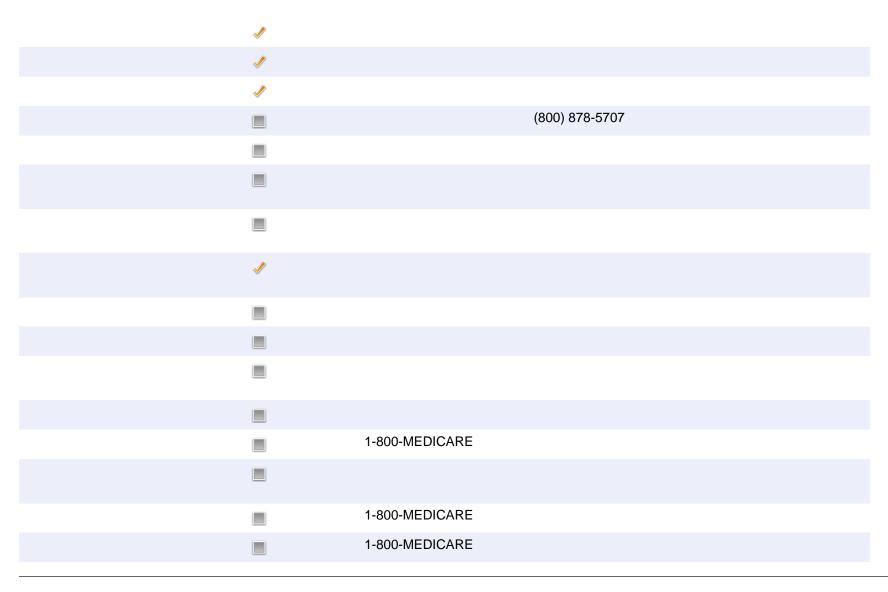
Page 23 of 1330 04/19/2015

Regional Office		
State Department of Insurance	Insurance Division of Alaska	(907) 269-7900
SHIP State Health Insurance Assistance Program	Medicare Information Office	(907) 269-3680
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Alaska Department of Health and Social Services	(907) 465-3030
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Alaska Department of Health and Social Services	(907) 465-3030
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Blue Cross Blue Shield of Alabama	
Carrier	Blue Cross Blue Shield of Alabama	

Page 24 of 1330 04/19/2015

	(800) 467-8725
(907) 269-3691	(800) 478-6065
	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 780-9972
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227

Page 25 of 1330 04/19/2015



Page 26 of 1330 04/19/2015

judith.bendersky@alaska.gov
retire@opm.gov
webmaster@health.state.ak.us
medicare.railroad@palmettogba.com

Page 27 of 1330 04/19/2015

www.commerce.state.ak.us/insurance
http://medicare.alaska.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.hss.state.ak.us
www.hud.gov
www.hss.state.ak.us/dpa
www.va.gov
www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov

Page 28 of 1330 04/19/2015

AL	Alabama	Claims & billing
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
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AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services
AL	Alabama	Complaints about my care or services

Page 29 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

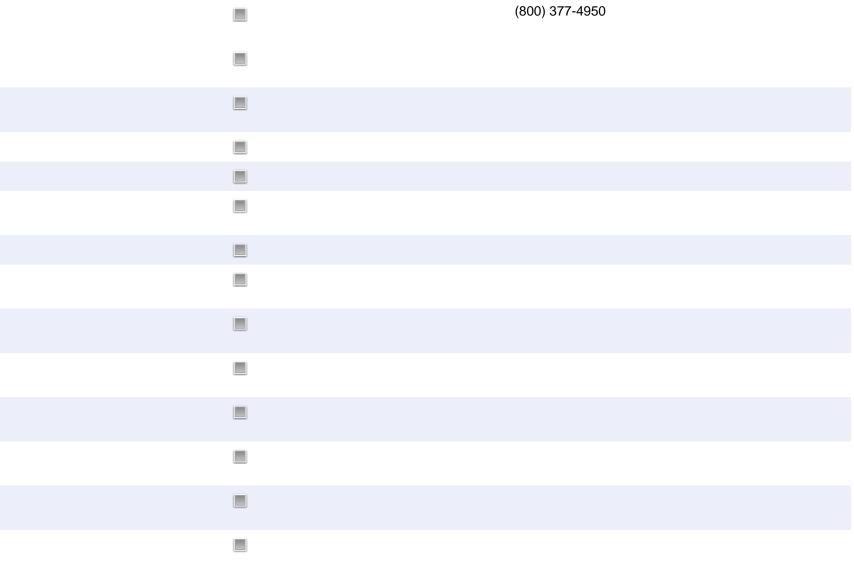
Page 30 of 1330 04/19/2015

OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Bureau of Health Provider Standards, Division of Healthcare Facilities of Alabama	(334) 206-5075
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Bureau of Home and Community Services of Alabama	(334) 206-5341
QIO - Quality Improvement Organization (Quality Innovation Network)	atom Alliance	(901) 682-0381
Ombudsman	State Health Insurance Assistance Program (SHIP)	(334) 242-5743
Medicaid - Report Fraud	Medicaid Agency of Alabama	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210

Page 31 of 1330 04/19/2015

(800) 447-8477
(844) 430-9504
(800) 356-9596
(800) 424-4301
(866) 275-2267
(888) 545-5222
(800) 323-4040
(800) 225-9770
(800) 528-2655
(800) 243-5463
(866) 452-4930

Page 32 of 1330 04/19/2015



Page 33 of 1330 04/19/2015

hhstips@oig

cduck@adph.state.al.us
info@aaaasf.org or reception@aaaasf.org
media@cap.org
info@aaahc.org
ageline@adss.alabama.gov

Page 34 of 1330 04/19/2015

www.oig.hhs.gov www.keproqio.com www.adph.org www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.adph.org www.qsource.org http://www.alabamaageline.gov http://www.medicaid.state.al.us/fraud_abuse/reporting_fraud. aspx?tab=7 www.medicareappeal.com

Page 35 of 1330 04/19/2015

Complaints about my care or services ΑL Alabama Complaints about my care or services AL Alabama ALAlabama General health & health conditions ALAlabama General health & health conditions ALAlabama General health & health conditions AL General health & health conditions Alabama ALAlabama General health & health conditions AL General health & health conditions Alabama ALAlabama General health & health conditions ALHealth care facilities & services in my area Alabama ALHealth care facilities & services in my area Alabama ALAlabama Health care facilities & services in my area AL Alabama Health care facilities & services in my area ALHealth care facilities & services in my area Alabama

Page 36 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Page 37 of 1330 04/19/2015

Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
Nursing Home State Survey Agency	Alabama Department of Public Health	(334) 206-5111
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Alabama Primary Care Association	(334) 271-7068
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	ALL Kids	(334) 206-5568
State Hospice Organization	Alabama Hospice and Pallative Care	(334) 421-8884

Page 38 of 1330 04/19/2015

based of Thelpful Contacts Data	
	(800) 356-9596
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
	(888) 322-7068
	(800) 677-1116
	(800) 367-6274
	(888) 373-5437

Page 39 of 1330 04/19/2015

Complaint line (800) 222-4225 (866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 **/**

Page 40 of 1330 04/19/2015

	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	admin@alphca.com
	lce@aarp.org
	njshc@cybernex.net
	LSegrestRN@aol.com

Page 41 of 1330 04/19/2015

www.hhs.gov/ocr
www.adph.org
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
www.alphca.com
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.adph.org/allkids/

Page 42 of 1330 04/19/2015

AL	Alabama	Help with my Medicare options & issues
AL	Alabama	Help with my Medicare options & issues
AL	Alabama	Help with my Medicare options & issues
AL	Alabama	Help with my Medicare options & issues
AL	Alabama	Help with my Medicare options & issues
AL	Alabama	Help with my Medicare options & issues
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs
AL	Alabama	Other insurance programs

Page 43 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Page 44 of 1330 04/19/2015

	Organization (formerly - Alabama Hospice	
	Organization)	
SSA Social Security Administration	Social Security Administration	

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
State Department of Insurance	Insurance Department of Alabama - Consumer Service Division	(334) 269-3550
SHIP State Health Insurance Assistance Program	State Health Insurance Assistance Program (SHIP)	(334) 242-5743
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Alabama Department of Public Health	(334) 206-5300
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Medicaid Agency of Alabama	(334) 242-5000
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 45 of 1330 04/19/2015

		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 433-3966
		(800) 243-5463
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 252-1818
	(202) 708-1455	(800) 569-4287
		(800) 362-1504
		(800) 827-1000

Page 46 of 1330 04/19/2015



Page 47 of 1330 04/19/2015

based on Fleipful Contacts Bata	
	javerplaetse@rrb.gov
	myra.frick@insurance.alabama.gov
	ageline@adss.alabama.gov
	ageime & auss.alabama.gov
	retire@opm.gov
	retire@opm.gov
(866) 874-3972	

Page 48 of 1330 04/19/2015

www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.aldoi.gov
http://www.alabamaageline.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.adph.org
www.hud.gov
www.medicaid.alabama.gov
www.va.gov
www.defense.gov

Page 49 of 1330 04/19/2015

AR	Arkansas	Claims & billing
AR	Arkansas	Claims & billing
AR	Arkansas	Claims & billing
AR	Arkansas	Claims & billing
AR	Arkansas	Claims & billing
AR	Arkansas	Claims & billing
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services

Page 50 of 1330 04/19/2015

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

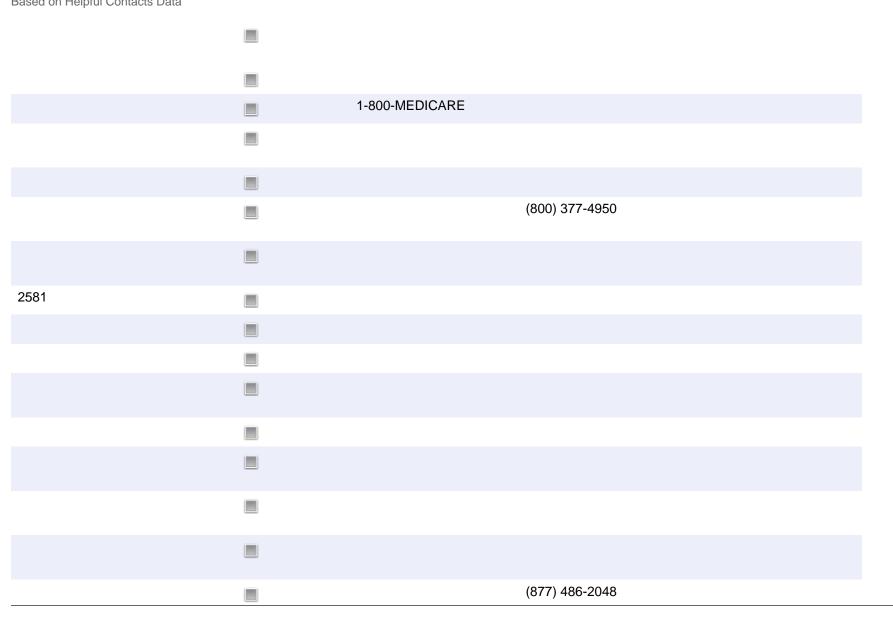
Page 51 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Novitas Solutions, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Arkansas Department of Health	(501) 661-2000
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare	Joint Commission on Accreditation of	(630) 792-5800
Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
Home Health Agency	Arkansas Department of Health	(501) 661-2000
QIO - Quality Improvement Organization (Quality Innovation	TMF	(512) 329-6610

Page 52 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 462-0599
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 223-0340
	(800) 725-9216

Page 53 of 1330 04/19/2015



Page 54 of 1330 04/19/2015

medicare.railroad@palmettogba.com
hhstips@oig
info@aaaasf.org or reception@aaaasf.org
media@cap.org
info@aaahc.org

Page 55 of 1330 04/19/2015

http://www.cignagovernmentservices.com/

www.palmettogba.com/medicare
www.cob.cms.hhs.gov
http://www.novitas-solutions.com
www.oig.hhs.gov
www.keproqio.com
www.healthyarkansas.com
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.healthyarkansas.com
www.tmf.org

Page 56 of 1330 04/19/2015

AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	Complaints about my care or services
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions

Page 57 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer. Finding information on heart disease. Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 58 of 1330 04/19/2015

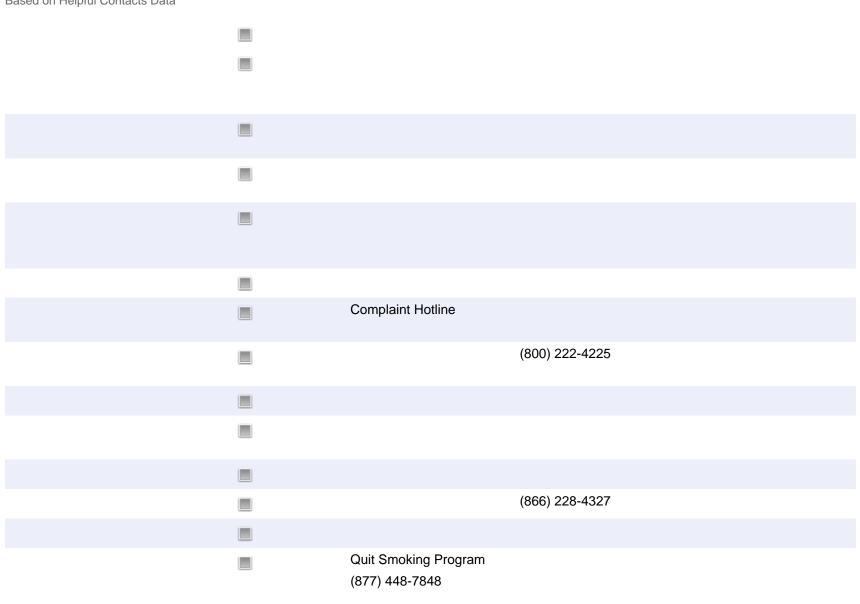
N	et	w	O	rk)	١
	\sim		•		

Ombudsman	Department of Human Services on Aging of Arkansas - Division of Aging and Adult Services	(501) 682-2441
Medicaid - Report Fraud	Department of Human Services	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas	(214) 767-4056
ESRD End-Stage Renal Disease Networks	FMQAI-ESRD Newtwork 13	(405) 942-6000
Nursing Home State Survey Agency	Department of Human Services of Arkansas - Office of Long Term Care	(501) 320-6145
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 59 of 1330 04/19/2015

	(800) 422-6641
(214) 767-8940	
	(800) 472-8664
(501) 682-6789	(800) 582-4887
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237

Page 60 of 1330 04/19/2015



Page 61 of 1330 04/19/2015

connie.parker@arkansas.gov

	Lduval@nw13.esrd.net
	carol.shockley@ar.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 62 of 1330 04/19/2015

www.arkansas.gov/dhs/aging

https://www.medicaid.state.ar.us/InternetSolution/consumer/ contacts.aspx www.medicareappeal.com www.hhs.gov/ocr www.network13.org www.humanservices.arkansas.gov www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov

Page 63 of 1330 04/19/2015

AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	General health & health conditions
AR	Arkansas	Health care facilities & services in my area
AR	Arkansas	Health care facilities & services in my area
AR	Arkansas	Health care facilities & services in my area
AR	Arkansas	Health care facilities & services in my area
AR	Arkansas	Health care facilities & services in my area
AR	Arkansas	Help with my Medicare options & issues
AR	Arkansas	Help with my Medicare options & issues
AR	Arkansas	Help with my Medicare options & issues
AR	Arkansas	Help with my Medicare options & issues
AR	Arkansas	Help with my Medicare options & issues
AR	Arkansas	Help with my Medicare options & issues
AR	Arkansas	Other insurance programs

Page 64 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Page 65 of 1330 04/19/2015

Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Community Health Centers of Arkansas, Inc.	(501) 374-8225
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	ARKids First	
State Hospice Organization	Arkansas Hospice Inc.	(501) 748-3333
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Dallas Regional Office	(214) 767-6423
State Department of Insurance	Department of Insurance of Arkansas	(501) 371-2782
SHIP State Health Insurance Assistance Program	Senior Health Insurance Information Program (SHIIP)	(501) 371-2782
CHIP Insure Kids Now	Children's Health Insurance Program	

Page 66 of 1330 04/19/2015

·		
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(877) 666-2422
		(800) 677-1116
		(800) 367-6274
		(888) 474-8275
		(877) 257-3400
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 224-6330
		(800) 224-6330
		(877) 543-7669

Page 67 of 1330 04/19/2015



Page 68 of 1330 04/19/2015

Badda dii ridipiai ddiiadda Bada	
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
(800) 482-8988	
	javerplaetse@rrb.gov
(501) 371-2782	insurance.shiip@arkansas.gov

Page 69 of 1330 04/19/2015

www.irs.gov		
www.ahrq.gov		
www.kidney.org		
http://www.chc-ar.org/		
www.aarp.org/LCE		
www.selfhelpgroups.org		
http://www.arkidsfirst.com/		
www.arkansashospice.org		
www.socialsecurity.gov		
www.rrb.gov		
www.cms.gov		
www.arkansas.gov/insurance		
http://www.insurance.arkansas.gov/shiip.htm		
www.insurekidsnow.gov		

Page 70 of 1330 04/19/2015

AR	Arkansas	Other insurance programs
AR	Arkansas	Other insurance programs
AR	Arkansas	Other insurance programs
AR	Arkansas	Other insurance programs
AR	Arkansas	Other insurance programs
AR	Arkansas	Other insurance programs
AR	Arkansas	Other insurance programs
AS	American Samoa	Claims & billing
AS	American Samoa	Claims & billing
AS	American Samoa	Claims & billing
AS	American Samoa	Claims & billing
AS	American Samoa	Claims & billing
AS	American Samoa	Claims & billing
AS	American Samoa	Claims & billing
AS	American Samoa	Complaints about my care or services
AS	American Samoa	Complaints about my care or services
AS	American Samoa	Complaints about my care or services

Page 71 of 1330 04/19/2015

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Page 72 of 1330 04/19/2015

Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Arkansas Department of Health	(501) 661-2000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of Arkansas	(501) 682-8233
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Hawaii Department of Health	(808) 692-7420
American Hospital Association	American Hospital Association	(312) 422-3000

Page 73 of 1330 04/19/2015

(202) 606-2532	(888) 767-6738
	(800) 638-7072
	(800) 462-0599
(202) 708-1455	(800) 569-4287
(501) 682-8820	(800) 482-5431
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
	(800) 424-4301

Page 74 of 1330 04/19/2015

(800) 878-5707 Jurisdiction D 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 75 of 1330 04/19/2015

retire@opm.gov

(800) 482-8988	chawnte.booker@arkansas.gov
	medicare.railroad@palmettogba.com
	hhstips@oig

Page 76 of 1330 04/19/2015

www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.healthy.arkansas.gov www.hud.gov http://www.medicaid.state.ar.us/ www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.noridianmedicare.com www.oig.hhs.gov http://www.hawaii.gov/health www.aha.org

Page 77 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

AS American Samoa Complaints about my care or services AS American Samoa Complaints about my care or services AS American Samoa Complaints about my care or services AS American Samoa Complaints about my care or services AS American Samoa Complaints about my care or services AS American Samoa Complaints about my care or services AS Complaints about my care or services American Samoa American Samoa AS Complaints about my care or services AS Complaints about my care or services American Samoa American Samoa AS Complaints about my care or services AS American Samoa General health & health conditions AS American Samoa General health & health conditions

Page 78 of 1330 04/19/2015

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Page 79 of 1330 04/19/2015

American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Ombudsman	Department On Aging of AS, GU, HI, and MP	(808) 586-0100
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Western Pacific Renal Network, LLC - Network 17	(415) 897-2400
Nursing Home State Survey Agency	Hawaii Department of Health	(808) 692-7420
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000

Page 80 of 1330 04/19/2015

		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
(808) 586-7268 Hawaii only		(888) 875-9229
	(415) 437-8311	
	(110) 101 0011	(000) 222 2772
		(800) 232-3773
		(800) 222-2225
		(800) 749-2257
		(800) 891-5390
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721

Page 81 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327

Page 82 of 1330 04/19/2015

	info@aaaasf.org or reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	eoa@doh.hawaii.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org

Page 83 of 1330 04/19/2015

www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org http://hawaii.gov/health/eoa www.medicareappeal.com www.hhs.gov/ocr www.esrdnet17.org http://www.hawaii.gov/health www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/

Page 84 of 1330 04/19/2015

AS	American Samoa	General health & health conditions
AS	American Samoa	General health & health conditions
AS	American Samoa	General health & health conditions
AS	American Samoa	General health & health conditions
AS	American Samoa	Health care facilities & services in my area
AS	American Samoa	Health care facilities & services in my area
AS	American Samoa	Health care facilities & services in my area
AS	American Samoa	Health care facilities & services in my area
AS	American Samoa	Health care facilities & services in my area
AS	American Samoa	Help with my Medicare options & issues
AS	American Samoa	Help with my Medicare options & issues
AS	American Samoa	Help with my Medicare options & issues
AS	American Samoa	Help with my Medicare options & issues
AS	American Samoa	Help with my Medicare options & issues

Page 85 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Page 86 of 1330 04/19/2015

National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of American Samoa	(808) 537-5855
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	American Samoa Children's Health Insurance Program	(684) 633-4818
State Hospice Organization	Hospice Organization of American Samoa	(684) 633-1222
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	Office of The Governor of American Samoa	(684) 633-4116

Page 87 of 1330 04/19/2015

		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 88 of 1330 04/19/2015



Page 89 of 1330 04/19/2015

cancergovstaff@mail.nih.gov
ahrqpubs@ahrq.gov
Info@pacificislandspcs.org
lce@aarp.org
njshc@cybernex.net
javerplaetse@rrb.gov
webmaster@as.gov

Page 90 of 1330 04/19/2015

www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
www.pacificislandspca.org
www.aarp.org/LCE
www.selfhelpgroups.org
http://americansamoa.gov/index
http://americansamoa.gov
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
http://americansamoa.gov/

Page 91 of 1330 04/19/2015

AS	American Samoa	Other insurance programs
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AS	American Samoa	Other insurance programs
AS	American Samoa	Other insurance programs
AZ	Arizona	Claims & billing
AZ	Arizona	Claims & billing
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AZ	Arizona	Claims & billing
AZ	Arizona	Claims & billing
AZ	Arizona	Complaints about my care or services

Page 92 of 1330 04/19/2015

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Page 93 of 1330 04/19/2015

CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Hawaii Department of Health	(808) 586-4400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of Hawaii	(808) 524-3370
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Noridian Administrative Services	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	

Page 94 of 1330 04/19/2015

	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 316-8005
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
	(800) 633-4227 (855) 798-2627 (800) 633-4227 (800) 633-4227 (800) 633-4227 (800) 447-8477

Page 95 of 1330 04/19/2015

(800) 878-5707 (800) 603-1201 Jurisdiction D 1-800-MEDICARE Jurisdiction 3 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 96 of 1330 04/19/2015

	retire@opm.gov
(800) 316-8005	dhs@dhs.hawaii.gov
	medicare.railroad@palmettogba.com
(602) 864-4884	
(002) 004-4004	
	hhstips@oig

Page 97 of 1330 04/19/2015

www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.hawaii.gov/health
www.hud.gov
http://www.med-quest.us/
www.va.gov
www.defense.gov
www.noridianmedicare.com/dme
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
http://www.noridianmedicare.com/
www.oig.hhs.gov

Page 98 of 1330 04/19/2015

AZ	Arizona	Complaints about my care or services
AZ	Arizona	Complaints about my care or services
AZ	Arizona	Complaints about my care or services
AZ	Arizona	Complaints about my care or services
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AZ	Arizona	Complaints about my care or services
AZ	Arizona	Complaints about my care or services
AZ	Arizona	Complaints about my care or services

Page 99 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Page 100 of 1330 04/19/2015

ESRD State Survey Agency	Arizona Department of Health Services	(602) 364-3030
American Hospital Association	American Hospital Association	(312) 422-3000

American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	AHC Home Health of AZ dba Advanced Home Care	(602) 364-3030
QIO - Quality Improvement Organization (Quality Innovation Network)	Health Services Advisory Group	(602) 801-6600
Ombudsman	Aging and Adult Administration of Arizona	(602) 542-4446
Medicaid - Report Fraud	AHCCCS (a.k.a. Access) (formerly - Health Care Cost Containment of Arizona)	(602) 417-4045
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Intermountain ESRD Network - Network 15	(303) 831-8818
Nursing Home State Survey Agency	Department of Health Services of Arizona - Assurance and Licensure Division of Long	(602) 364-2690

Term Care

Page 101 of 1330 04/19/2015

		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
5		(800) 221-9968
		(800) 432-4040
		(888) 487-6686
	(415) 437-8311	
		(800) 783-8818

Page 102 of 1330 04/19/2015

also (888) 777 - 0105

Page 103 of 1330 04/19/2015



Page 104 of 1330 04/19/2015



Page 105 of 1330 04/19/2015

AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	General health & health conditions
AZ	Arizona	Health care facilities & services in my area
AZ	Arizona	Health care facilities & services in my area
AZ	Arizona	Health care facilities & services in my area
AZ	Arizona	Health care facilities & services in my area
AZ	Arizona	Health care facilities & services in my area
AZ	Arizona	Help with my Medicare options & issues

Page 106 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

Page 107 of 1330 04/19/2015

National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Association of Community Health Centers, Inc. of Arizona	(602) 253-0090
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Access Care For Kids	(602) 417-5437
State Hospice Organization	Arizona Hospice and Palliative Care Organization	(480) 491-0540
SSA Social Security Administration	Social Security Administration	

Page 108 of 1330 04/19/2015

	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
agatham@aachc.org	
	(800) 677-1116
	(800) 367-6274
	(800) 962-6690
	(800) 772-1213

Page 109 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7

automated service as

Page 110 of 1330 04/19/2015

niaic@nia.nih.gov

	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	info@aachc.org
	lce@aarp.org
	njshc@cybernex.net
	info@ahpco.org

Page 111 of 1330 04/19/2015

www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.aachc.org/ www.aarp.org/LCE www.selfhelpgroups.org www.azahcccs.gov www.ahpco.org

www.socialsecurity.gov

Page 112 of 1330 04/19/2015

AZ	Arizona	Help with my Medicare options & issues
AZ	Arizona	Help with my Medicare options & issues
AZ	Arizona	Help with my Medicare options & issues
AZ	Arizona	Help with my Medicare options & issues
AZ	Arizona	Help with my Medicare options & issues
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
AZ	Arizona	Other insurance programs
CA	California	Claims & billing
CA	California	Claims & billing

Page 113 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Page 114 of 1330 04/19/2015

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	Arizona Department of Insurance	(602) 364-2499
SHIP State Health Insurance Assistance Program	Arizona State Health Insurance Assistance Program	(602) 542-4446
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Arizona Department of Health Services	(602) 542-1025
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	AHCCCS (a.k.a. Access) (formerly - Health Care Cost Containment of Arizona)	(602) 417-4000
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600

Page 115 of 1330 04/19/2015

Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 325-2548
711 for TTY		(800) 432-4040
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
		(800) 523-0231
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165

Page 116 of 1330 04/19/2015



Page 117 of 1330 04/19/2015

	javerplaetse@rrb.gov
	consumers@azinsurance.gov
	pgonzalez-emblem@azdes.gov
	retire@opm.gov
(602) 417-4000	
	medicare.railroad@palmettogba.com

Page 118 of 1330 04/19/2015

www.rrb.gov
www.cms.gov
www.id.state.az.us
https://www.azdes.gov/daas/ship/
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.hs.state.az.us/
www.hud.gov
http://www.ahcccs.state.az.us
www.va.gov
www.defense.gov
www.noridianmedicare.com/dme
www.palmettogba.com/medicare

Page 119 of 1330 04/19/2015

CA	California	Claims & billing
CA	California	Claims & billing
CA	California	Claims & billing
CA	California	Claims & billing
CA	California	Claims & billing
CA	California	Claims & billing
CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
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CA	California	Complaints about my care or services
CA	California	Complaints about my care or services

Page 120 of 1330 04/19/2015

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

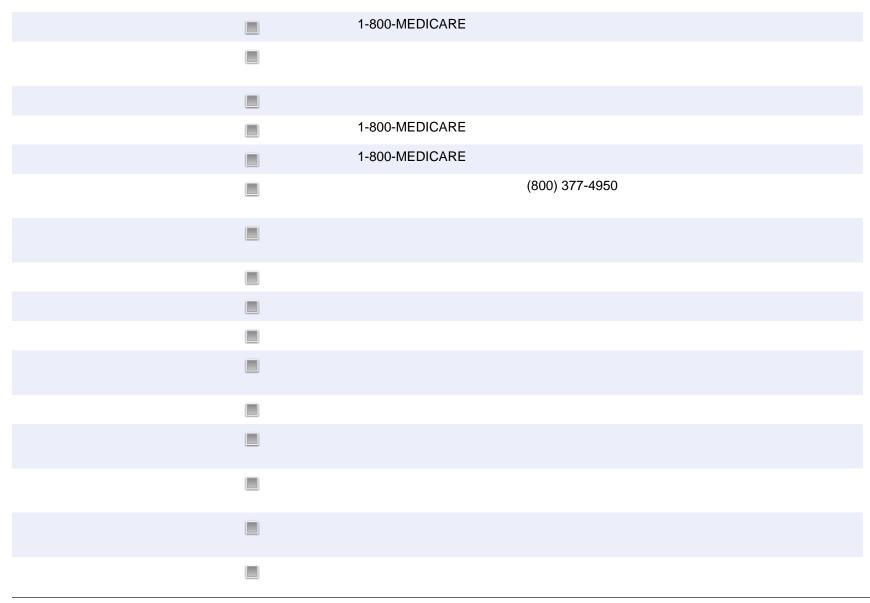
Page 121 of 1330 04/19/2015

RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	National Heritage Insurance Company	
Carrier	National Heritage Insurance Company	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	California Department of Public Health	(916) 440-7360
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	California Department of Public Health	(916) 324-6630
QIO - Quality Improvement Organization (Quality Innovation Network)	Health Services Advisory Group	(602) 801-6600

Page 122 of 1330 04/19/2015

	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
	(800) 236-9747
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 236-9747

Page 123 of 1330 04/19/2015



Page 124 of 1330 04/19/2015

hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 125 of 1330 04/19/2015

www.cob.cms.hhs.gov
www.medicarenhic.com
www.medicarenhic.com
www.oig.hhs.gov
www.cdph.ca.gov
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.cdph.ca.gov
www.hsag.com

Page 126 of 1330 04/19/2015

CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
CA	California	Complaints about my care or services
CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	General health & health conditions

Page 127 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer. Finding information on heart disease. Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Page 128 of 1330 04/19/2015

Network)

Ombudsman	Long Term Care Ombudsman of California	(916) 419-7510
Medicaid - Report Fraud	Department of Health Care Services/Health Care Programs	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Western Pacific Renal Network, LLC - Network 17	(415) 897-2400
ESRD End-Stage Renal Disease Networks	FMQAI: ESRD Network 18 of Southern California	(888) 268-1539
Nursing Home State Survey Agency	California Department of Public Health	(916) 440-7360
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
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National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
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National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
National Kidney and Urologic Diseases Information American Kidney Fund	National Kidney and Urologic Diseases Information American Kidney Fund	(301) 654-4415
National Kidney and Urologic Diseases Information American Kidney Fund American Cancer Society	National Kidney and Urologic Diseases Information American Kidney Fund American Cancer Society	(301) 654-4415 (301) 881-3052

Page 129 of 1330 04/19/2015

	(800) 231-4024
	(800) 822-6222
(415)	437-8311
	(800) 232-3773
	(800) 637-4767
	(800) 236-9747
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040

Page 130 of 1330 04/19/2015



Page 131 of 1330 04/19/2015

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	hedwards@nw18.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 132 of 1330 04/19/2015

www.aging.ca.gov
http://www.dhcs.ca.gov/individuals/pages/stopmedicalfraud.a spx
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet17.org
http://esrdnetwork18.org/
www.cdph.ca.gov
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov

Page 133 of 1330 04/19/2015

CA	California	General health & health conditions
CA	California	General health & health conditions
CA	California	Health care facilities & services in my area
CA	California	Health care facilities & services in my area
CA	California	Health care facilities & services in my area
CA	California	Health care facilities & services in my area
CA	California	Health care facilities & services in my area
CA	California	Help with my Medicare options & issues
CA	California	Help with my Medicare options & issues
CA	California	Help with my Medicare options & issues
CA	California	Help with my Medicare options & issues
CA	California	Help with my Medicare options & issues
CA	California	Help with my Medicare options & issues
CA	California	Other insurance programs
CA	California	Other insurance programs

Page 134 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Page 135 of 1330 04/19/2015

Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of California	(916) 440-8170
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Medi Cal	(866) 848-9166
State Hospice Organization	Hospice and Palliative Care Association of California and Nevada	(916) 925-3770
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	California Department of Insurance	(213) 897-8921
SHIP State Health Insurance Assistance Program	California Health Insurance Counseling & Advocacy Program (HICAP)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800

Page 136 of 1330 04/19/2015

•			
			(800) 358-9295
			(800) 622-9010
			(888) 895-0808
			(800) 677-1116
			(800) 367-6274
			(800) 880-5305
			(888) 252-1010
			(800) 772-1213
	Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227
			(800) 927-4357
			(800) 434-0222
			(877) 543-7669
		(202) 606-2532	(888) 767-6738

Page 137 of 1330 04/19/2015



Page 138 of 1330 04/19/2015

ahrqpubs@ahrq.gov Ice@aarp.org njshc@cybernex.net javerplaetse@rrb.gov hicapteam@aging.ca.gov retire@opm.gov

Page 139 of 1330 04/19/2015

www.ahrq.gov
www.kidney.org
http://www.cpca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.healthyfamilies.ca.gov/
www.calhospice.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
http://www.insurance.ca.gov/
www.aging.ca.gov/HICAP
www.insurekidsnow.gov
www.opm.gov\retire

Page 140 of 1330 04/19/2015

CA	California	Other insurance programs
CA	California	Other insurance programs
CA	California	Other insurance programs
CA	California	Other insurance programs
CA	California	Other insurance programs
CA	California	Other insurance programs
СО	Colorado	Claims & billing
CO	Colorado	Claims & billing
CO	Colorado	Claims & billing
СО	Colorado	Claims & billing
CO	Colorado	Claims & billing
СО	Colorado	Claims & billing
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
CO	Colorado	Complaints about my care or services
CO	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services

Page 141 of 1330 04/19/2015

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Page 142 of 1330 04/19/2015

Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	California Department of Health Services	(916) 445-4171
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	California Department of Health Services	(916) 636-1980
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Novitas Solutions, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Colorado Department of Public Health and Environment	(303) 692-2904
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory	American Association for Accreditation of	(847) 775-1970

Page 143 of 1330 04/19/2015

	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
(303) 691-7700	(800) 886-7689
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222

Page 144 of 1330 04/19/2015

1-800-MEDICARE (800) 377-4950

Page 145 of 1330 04/19/2015

internet@dhcs.ca.gov
internet@dhcs.ca.gov
medicare.railroad@palmettogba.com
bladia a @ ai a
hhstips@oig
info@aaaasf.org or

Page 146 of 1330 04/19/2015

http://owcp.dol.acs-inc.com www.dhcs.ca.gov www.hud.gov www.medi-cal.ca.gov www.va.gov www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.novitas-solutions.com www.oig.hhs.gov www.keproqio.com www.cdphe.state.co.us/hf www.aha.org www.abms.org www.AAAASF.org

Page 147 of 1330 04/19/2015

CO	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
CO	Colorado	Complaints about my care or services
СО	Colorado	Complaints about my care or services
СО	Colorado	General health & health conditions
СО	Colorado	General health & health conditions

Page 148 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease.

Page 149 of 1330 04/19/2015

Surgical Facilities	Ambulatory Surgical Facilities	
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Colorado Department of Public Health and Environment	(303) 692-2800
QIO - Quality Improvement Organization (Quality Innovation Network)	Telligen	(515) 223-2900
Ombudsman	Legal Center for People with Disabilities and Older People of Colorado	(303) 722-0300
Medicaid - Report Fraud	Department of Health Care Policy and Financing	(303) 866-3513
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Colorado, Montana, North Dakota, Utah, and Wyoming	(303) 844-2024
ESRD End-Stage Renal Disease Networks	Intermountain ESRD Network - Network 15	(303) 831-8818
Nursing Home State Survey Agency	Colorado Department of Public Health and Environment	(303) 692-2800
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415

Page 150 of 1330 04/19/2015

	(800) 323-4040
	(800) 383-2856
(303) 722-3619	(800) 288-1376
(303) 722-3619	(800) 288-1378
	(800) 221-3943
	(555) == 1 5555
(303) 844-3439	
	(800) 783-8818
	(800) 222-2225
	(800) 891-5390

Page 151 of 1330 04/19/2015

also (888) 777 - 0105 (800) 222-4225

Page 152 of 1330 04/19/2015

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	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	health.facilities@state.co.us
	tlcmail@thelegalcenter.org
	drodgers@nw15.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov

Page 153 of 1330 04/19/2015

www.cap.org www.aaahc.org www.jointcommission.org www.cdphe.state.co.us/hf www.telligen.org www.thelegalcenter.org http://www.colorado.gov/cs/Satellite/HCPF/HCPF/11973641 27331?rendermode=preview www.medicareappeal.com www.hhs.gov/ocr www.esrdnet15.org www.healthfacilities.info www.nia.nih.gov www.kidney.niddk.nih.gov

Page 154 of 1330 04/19/2015

CO	Colorado	General health & health conditions
СО	Colorado	General health & health conditions
CO	Colorado	General health & health conditions
СО	Colorado	General health & health conditions
СО	Colorado	General health & health conditions
CO	Colorado	General health & health conditions
СО	Colorado	General health & health conditions
CO	Colorado	General health & health conditions
СО	Colorado	Health care facilities & services in my area
СО	Colorado	Health care facilities & services in my area
CO	Colorado	Health care facilities & services in my area
СО	Colorado	Health care facilities & services in my area
СО	Colorado	Health care facilities & services in my area
CO	Colorado	Help with my Medicare options & issues
СО	Colorado	Help with my Medicare options & issues

Page 155 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

Page 156 of 1330 04/19/2015

American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Community Health Network of Colorado	(303) 861-5165
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Colorado Child Health Plan Plus (CHP+)	
State Hospice Organization	Colorado Center for Hospice & Palliative Care	(303) 694-4728
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	

Page 157 of 1330 04/19/2015

1			
			(800) 749-2257
			(800) 638-8299
			(800) 227-2345
			(800) 242-8721
			(800) 422-6237
			(800) 829-1040
			(800) 358-9295
			(800) 622-9010
			(800) 677-1116
			(800) 367-6274
			(800) 359-1991
			(800) 772-1213
Additional Ei medicare.rai	mail: lroad@palmettogba.com	(312) 751-4701	(877) 772-5772

Page 158 of 1330 04/19/2015

(866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 **/** 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874

Page 159 of 1330 04/19/2015

(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	javerplaetse@rrb.gov

Page 160 of 1330 04/19/2015

www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.cchn.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.chip+.org
www.coloradohospice.org
www.socialsecurity.gov
www.rrb.gov

Page 161 of 1330 04/19/2015

СО	Colorado	Help with my Medicare options & issues
СО	Colorado	Help with my Medicare options & issues
CO	Colorado	Help with my Medicare options & issues
СО	Colorado	Help with my Medicare options & issues
CO	Colorado	Other insurance programs
CO	Colorado	Other insurance programs
CO	Colorado	Other insurance programs
СО	Colorado	Other insurance programs
СО	Colorado	Other insurance programs
CO	Colorado	Other insurance programs
СО	Colorado	Other insurance programs
CO	Colorado	Other insurance programs
СТ	Connecticut	Claims & billing
СТ	Connecticut	Claims & billing
СТ	Connecticut	Claims & billing
СТ	Connecticut	Claims & billing

Page 162 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Page 163 of 1330 04/19/2015

1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Denver Regional Office	(303) 844-1568
State Department of Insurance	Department of Insurance of Colorado	(303) 894-7499
SHIP State Health Insurance Assistance Program	Senior Health Insurance Assistance Program (SHIP)	(720) 321-8850
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Colorado Department of Public Health and Environment	(303) 692-2000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Health Care Policy and Financing of Colorado	(303) 866-3513
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Associated Hospital Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	

Page 164 of 1330 04/19/2015

	(800) 633-4227
	(800) 930-3745
(303) 894-7880	(888) 696-7213
	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(303) 691-7700	(800) 886-7689
(202) 708-1455	(800) 569-4287
	(800) 221-3943
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627

Page 165 of 1330 04/19/2015

(800) 878-5707 Jurisdiction A 1-800-MEDICARE

Page 166 of 1330 04/19/2015

(866) 665-9668	dora_ins_seniorhealthstaff@state.co
	.us
	retire@opm.gov
	cdphe.information@state.co.us
	medicare.railroad@palmettogba.com
	medicare@bcbsme.com

Page 167 of 1330 04/19/2015

www.cms.gov
www.dora.state.co.us/insurance
www.dora.colorado.gov/insurance
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.cdphe.state.co.us/
www.hud.gov
http://www.chcpf.state.co.us
www.va.gov
www.defense.gov
www.medicarenhic.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov

Page 168 of 1330 04/19/2015

СТ	Connecticut	Claims & billing
СТ	Connecticut	Claims & billing
СТ	Connecticut	Claims & billing
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
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СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services

Page 169 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

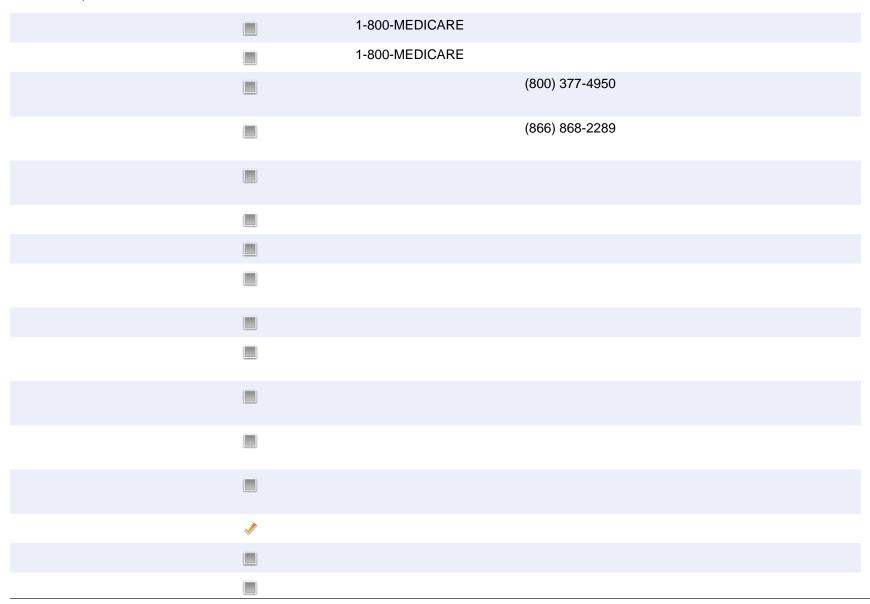
Page 170 of 1330 04/19/2015

Fiscal Intermediary	Empire Medicare Services	
Carrier	First Coast Service Options, Inc.	
	·	
OIG (DHHS) Office of the Inspector General (Department	Department of Health and Human Services -	(202) 619-1343
of Health and Human Services)	Office of Inspector General	
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Public Health of Connecticut -	(860) 509-7400
	Division of Health Systems Regulation	
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory	American Association for Accreditation of	(847) 775-1970
Surgical Facilities	Ambulatory Surgical Facilities	
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare	Joint Commission on Accreditation of	(630) 792-5800
Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
Home Health Agency	Connecticut Department of Public Health	(860) 509-7400
QIO - Quality Improvement Organization (Quality Innovation	HealthCentric Advisors	(401) 528-3200
Network)		
Ombudsman	Long Term Care Ombudsman of Connecticut	(860) 424-5200
Medicaid - Report Fraud	Department of Social Services	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute	(585) 425-5210

Page 171 of 1330 04/19/2015

	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(866) 815-5440
Covers 19 levels of care including dialysis	
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 828-9769
	(866) 388-1888
	(800) 842-2155

Page 172 of 1330 04/19/2015



Page 173 of 1330 04/19/2015

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	hhstips@oig
	webmaster.dph@ct.gov
	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	webmaster@dph@ct.gov

Page 174 of 1330 04/19/2015

www.oig.hhs.gov
www.ct.gov/dph
www.cho.org
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.dph.state.ct.us
www.healthcentricadvisors.org
www.ltcop.state.ct.us
http://www.chnct.org/providers/FraudAbuse.aspx
www.medicareappeal.com
www.mcaicappear.com

Page 175 of 1330 04/19/2015

СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	Complaints about my care or services
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	General health & health conditions
СТ	Connecticut	Health care facilities & services in my area
СТ	Connecticut	Health care facilities & services in my area
СТ	Connecticut	Health care facilities & services in my area

Page 176 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Page 177 of 1330 04/19/2015

	Resolution	(CHDR)
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Office for Civil Rights Office for Civil Rights of New England (617) 565-1340 ESRD End-Stage Renal Disease Networks ESRD Network of New England - Network 1 (203) 387-9332 Nursing Home State Survey Agency Department of Public Health of Connecticut - Division of Health Systems Regulation National Institute on Aging Information Center National Institute on Aging Information Center American Association of Kidney Patients American Association of Kidney Patients (813) 636-8100 National Kidney and Urologic Diseases Information National Kidney and Urologic Diseases (301) 654-4415 Information American Kidney Fund American Kidney Fund (301) 881-3052 American Cancer Society American Cancer Society American Heart Association American Heart Association (214) 570-2000 National Cancer Institute's Cancer Information Service Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. (212) 889-2210 Primary Care Association Community Health Center Association of Connecticut Eldercare Location DC Iongterm care Ombudsman program (202) 434-2120 American Self-Help Clearinghouse American Self-Help Clearinghouse (973) 989-1122			
Nursing Home State Survey Agency Department of Public Health of Connecticut Division of Health Systems Regulation National Institute on Aging Information Center National Institute on Aging Information Center American Association of Kidney Patients American Association of Kidney Patients (813) 636-8100 National Kidney and Urologic Diseases Information National Kidney and Urologic Diseases Information American Kidney Fund American Kidney Fund American Cancer Society American Cancer Society American Heart Association American Heart Association National Cancer Institute's Cancer Information Service Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation, Inc. Community Health Center Association of (860) 667-7820 Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	Office for Civil Rights	Office for Civil Rights of New England	(617) 565-1340
Division of Health Systems Regulation National Institute on Aging Information Center American Association of Kidney Patients National Kidney and Urologic Diseases Information National Kidney and Urologic Diseases Information American Kidney Fund American Kidney Fund American Cancer Society American Cancer Society American Heart Association National Cancer Institute's Cancer Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation, Inc. National Kidney Foundation, Inc. Community Health Center Association (860) 667-7820 Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	ESRD End-Stage Renal Disease Networks	ESRD Network of New England - Network 1	(203) 387-9332
Center American Association of Kidney Patients American Association National Kidney and Urologic Diseases Information American Kidney Fund American Kidney Fund American Cancer Society American Cancer Society American Heart Association American Heart Association American Heart Association National Cancer Institute's Cancer Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation, Inc. (212) 889-2210 Primary Care Association Community Health Center Association of (860) 667-7820 Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	Nursing Home State Survey Agency	•	(860) 509-7400
National Kidney and Urologic Diseases Information American Kidney Fund American Kidney Fund American Cancer Society American Heart Association National Cancer Institute's Cancer Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation, Inc. National Kidney Foundation of (212) 889-2210 Primary Care Association National Cancer Institute's Cancer Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation of (860) 667-7820 Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	National Institute on Aging Information Center	• •	
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American Cancer Society American Cancer Society American Heart Association American Heart Association National Cancer Institute's Cancer Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. Primary Care Association American Cancer Society American Cancer Society American Cancer Society American Cancer Society National Cancer Institute's Cancer Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. Community Health Center Association of (860) 667-7820 Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	National Kidney and Urologic Diseases Information	· · · · · · · · · · · · · · · · · · ·	(301) 654-4415
American Heart Association (214) 570-2000 National Cancer Institute's Cancer Information Service National Cancer Institute's Cancer Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation, Inc. (212) 889-2210 Primary Care Association Community Health Center Association of Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	American Kidney Fund	American Kidney Fund	(301) 881-3052
National Cancer Institute's Cancer Information Service Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. Primary Care Association Community Health Center Association of Connecticut Eldercare Location National Cancer Institute's Cancer Information Service National Cancer Institute's Cancer Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) Capacity (AHRQ) Community Foundation, Inc. (212) 889-2210 Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	American Cancer Society	American Cancer Society	
Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. Primary Care Association Community Health Center Association of Connecticut Eldercare Location Information Service Internal Revenue Service Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. (212) 889-2210 Community Health Center Association of Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	American Heart Association	American Heart Association	(214) 570-2000
Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. Primary Care Association Community Health Center Association of Connecticut Eldercare Location Agency for Healthcare Research and Quality (AHRQ) National Kidney Foundation, Inc. (212) 889-2210 Community Health Center Association of Connecticut DC longterm care Ombudsman program (202) 434-2120	National Cancer Institute's Cancer Information Service		
National Kidney Foundation, Inc. National Kidney Foundation, Inc. Primary Care Association Community Health Center Association of Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	Internal Revenue Service	Internal Revenue Service	
Primary Care Association Community Health Center Association of Connecticut Eldercare Location Community Health Center Association of Connecticut DC longterm care Ombudsman program (202) 434-2120	Agency for Healthcare Research and Quality (AHRQ)	• •	
Connecticut Eldercare Location DC longterm care Ombudsman program (202) 434-2120	National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
	Primary Care Association	•	(860) 667-7820
American Self-Help Clearinghouse American Self-Help Clearinghouse (973) 989-1122	Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
	American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122

Page 178 of 1330 04/19/2015

(617) 565-1343

,	717/000 1040
	(866) 286-3773
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
	(800) 677-1116
	(800) 367-6274

Page 179 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340

Page 180 of 1330 04/19/2015

	info@nw1.esrd.net
	webmaster.dph@ct.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net

Page 181 of 1330 04/19/2015

www.hhs.gov/ocr
www.networkofnewengland.org
www.ct.gov/dph
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.chcact.org/index.php
www.aarp.org/LCE
www.selfhelpgroups.org

Page 182 of 1330 04/19/2015

СТ	Connecticut	Health care facilities & services in my area
СТ	Connecticut	Health care facilities & services in my area
СТ	Connecticut	Help with my Medicare options & issues
СТ	Connecticut	Help with my Medicare options & issues
СТ	Connecticut	Help with my Medicare options & issues
СТ	Connecticut	Help with my Medicare options & issues
СТ	Connecticut	Help with my Medicare options & issues
СТ	Connecticut	Help with my Medicare options & issues
СТ	Connecticut	Other insurance programs
СТ	Connecticut	Other insurance programs
СТ	Connecticut	Other insurance programs
СТ	Connecticut	Other insurance programs
СТ	Connecticut	Other insurance programs
СТ	Connecticut	Other insurance programs

Page 183 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

Page 184 of 1330 04/19/2015

CHIP Children's Health Insurance Program	HUSKY Plan	
State Hospice Organization	Connecticut Association for Healthcare At Home	(203) 265-9931
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Boston Regional Office	(617) 565-1232
State Department of Insurance	Department of Insurance of Connecticut	(860) 297-3800
SHIP State Health Insurance Assistance Program	CHOICES	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Connecticut Department of Public Health	(860) 509-8000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Social Services of	(860) 424-4908

Page 185 of 1330 04/19/2015

		(800) 656-6684
		(200) 770 4040
		(800) 772-1213
Additional Email:	(312) 751-4701	(877) 772-5772
medicare.railroad@palmettogba.com		(
		(800) 633-4227
		(800) 203-3447
		(800) 994-9422
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
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	(000) =00 (155	(6.2) -22 (2.5
	(202) 708-1455	(800) 569-4287
		(800) 842-1508
		(000) 042-1308

Page 186 of 1330 04/19/2015



04/19/2015 Page 187 of 1330

webmaster@huskyhealth.com
javerplaetse@rrb.gov
saundra.leubner@ct.gov
retire@opm.gov
webmaster@dph@ct.gov
pgr.dss@po.state.ct.us

Page 188 of 1330 04/19/2015

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http://www.huskyhealth.com/
www.CThealthcareathome.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.ct.gov/cid
www.ct.gov/agingservices
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.ct.gov/dph
www.hud.gov
http://www.dss.state.ct.us

Page 189 of 1330 04/19/2015

СТ	Connecticut	Other insurance programs
СТ	Connecticut	Other insurance programs
DC	Washington D.C.	Claims & billing
DC	Washington D.C.	Claims & billing
DC	Washington D.C.	Claims & billing
DC	Washington D.C.	Claims & billing
DC	Washington D.C.	Claims & billing
DC	Washington D.C.	Claims & billing
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services

Page 190 of 1330 04/19/2015

VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

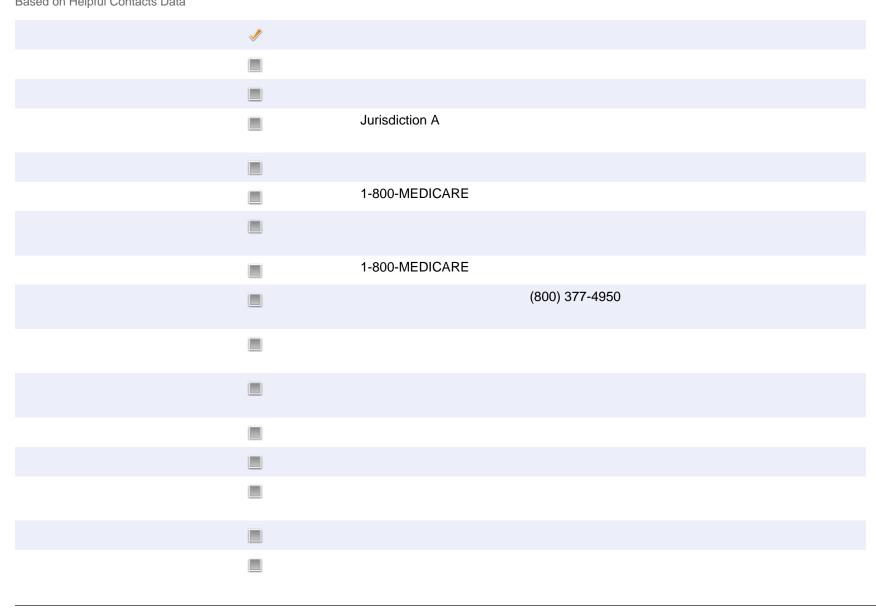
Page 191 of 1330 04/19/2015

	Connecticut	
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Highmark Medicare Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	District of Columbia Dept of Health - Health Regulation & Licensing Admin	(202) 724-8800
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060

Page 192 of 1330 04/19/2015

24004 0.1.10.p.4. 001144.00 24.44		
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 447-8477
		(844) 455-8708
2024425833 is for complaints		
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040

Page 193 of 1330 04/19/2015



Page 194 of 1330 04/19/2015

medicare.railroad@palmettogba.com hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 195 of 1330 04/19/2015

www.va.gov
www.defense.gov
www.medicarenhic.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.oig.hhs.gov
www.keproqio.com
www.doh.dc.gov
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org

Page 196 of 1330 04/19/2015

DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	Complaints about my care or services
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions

Page 197 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 198 of 1330 04/19/2015

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Health of Washington, D.C Licensing and Registration	(202) 724-8800
QIO - Quality Improvement Organization (Quality Innovation Network)	Atlantic Quality Improvement Network	(516) 326-7767
Ombudsman	DC longterm care Ombudsman program	(202) 434-2190
Medicaid - Report Fraud	Department of Health Care Financing	(202) 442-5988
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-Atlantic	(215) 861-4441
ESRD End-Stage Renal Disease Networks	Mid-Atlantic Renal Coalition - Network 5	(804) 320-0004
Nursing Home State Survey Agency	District of Columbia Dept of Health - Health Regulation & Licensing Admin	(202) 724-8800
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer	

Page 199 of 1330 04/19/2015

pased of Helpful Contacts Data		
	(516) 326-6182	
		(877) 632-2873
	(215) 861-4440	
		(866) 651-6272
202-442-5833 for complaints		
		(800) 222-2225
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237

Page 200 of 1330 04/19/2015

no provider line (800) 222-4225 (866) 228-4327 **Quit Smoking Program**

Page 201 of 1330 04/19/2015

	marc@nw5.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 202 of 1330 04/19/2015

www.jointcommission.org

www.ipro.org

www.aarp.org/LCE//

http://dhcf.dc.gov/dhcf/cwp/view,A,1412,Q,609122,dhcfNav, %7C34820%7C.asp

www.medicareappeal.com

www.hhs.gov/ocr

www.esrdnet5.org

www.doh.dc.gov

www.nia.nih.gov

www.kidney.niddk.nih.gov

www.aakp.org

www.kidneyfund.org

www.cancer.org

http://www.americanheart.org/

www.cancer.gov

Page 203 of 1330 04/19/2015

DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	General health & health conditions
DC	Washington D.C.	Health care facilities & services in my area
DC	Washington D.C.	Health care facilities & services in my area
DC	Washington D.C.	Health care facilities & services in my area
DC	Washington D.C.	Health care facilities & services in my area
DC	Washington D.C.	Help with my Medicare options & issues
DC	Washington D.C.	Help with my Medicare options & issues
DC	Washington D.C.	Help with my Medicare options & issues
DC	Washington D.C.	Help with my Medicare options & issues
DC	Washington D.C.	Help with my Medicare options & issues
DC	Washington D.C.	Other insurance programs
DC	Washington D.C.	Other insurance programs
DC	Washington D.C.	Other insurance programs

Page 204 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Page 205 of 1330 04/19/2015

	Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Washington, D.C.	(202) 638-0252
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	DC Healthy Families	(202) 639-4030
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
State Department of Insurance	Delaware Department of Insurance - Consumer Service Division	(202) 727-8000
SHIP State Health Insurance Assistance Program	Health Insurance Counseling Project (HICP)	(202) 994-6272
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	

Page 206 of 1330 04/19/2015

		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
	(202) 639-4041	(800) 620-7802
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
	(202) 994-6656	
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072

Page 207 of 1330 04/19/2015

(877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 (800) 878-5707

Page 208 of 1330 04/19/2015

	ahrqpubs@ahrq.gov
	dcpca@dcpca.org
	lce@aarp.org
	njshc@cybernex.net
	javerplaetse@rrb.gov
(800) 367-9559	
	DCHICP@gmail.com
	retire@opm.gov

Page 209 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.dcpca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
www.dchealthyfamilies.com
www.socialsecurity.gov
www.rrb.gov
www.disb.dc.gov
http://dcoa.dc.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com

Page 210 of 1330 04/19/2015

DC Washington D.C. Other insurance programs DE Delaware Claims & billing DE Delaware Complaints about my care or services DE Delaware Complaints about my care or services			
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DE Delaware Claims & billing DE Delaware Complaints about my care or services	DC	Washington D.C.	Other insurance programs
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'	DE	Delaware	Complaints about my care or services
DE Delaware Complaints about my care or services	DE	Delaware	Complaints about my care or services
	DE	Delaware	Complaints about my care or services

Page 211 of 1330 04/19/2015

Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not.

Page 212 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based	on T	lelpfu	Contacts	Data
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State Health Departments Department of Health - District of Columbia (202) 442-5955 HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office Department of Health - District of Columbia (202) 639-4030 Department of Veterans Affairs Department of Veterans Affairs Department of Veterans Affairs Department of Defense Department of Defense (703) 571-3343 DME MAC Durable Medical Equipment Medicare National Heritage Insurance Company Administrative Contractor RRB Carrier - Railroad Retirement Board Carrier Noridian Administrative Services Benefits Coordination & Recovery Center (BCRC) Benefits Coordination & Recovery Center (BCRC) Benefits Coordination & Recovery Center (BCRC) Fiscal Intermediary Empire Medicare Services Carrier TrailBlazer Health Enterprises, LLC DIG (DHHS) Office of the Inspector General (Department of Health and Human Services) GIO - Quality Improvement Organization (Beneficiary and Family Centered Care) ESRD State Survey Agency Office of Health Facilities of Delaware - Licensing and Certification American Hospital Association American Board of Medical Specialties (312) 436-2600 American Association for Accreditation of Ambulatory American Association for Accreditation of (847) 775-1970			
Development (HUD) State Medical Assistance Office Department of Health - District of Columbia (202) 639-4030 Department of Veterans Affairs Department of Veterans Affairs Department of Defense Department of Defense Department of Defense Oberatment of Defense Department of Defense Oberatment Oberatment Oberatment Oberatment Oberatment Oberatment Oberatment of Health and Human Services - Office of Inspector General Oberatment of Health and Human Services - Office of Inspector General Oberatment Office of Inspector General Oberatment Office of Health Facilities of Delaware - (302) 283-7220 Licensing and Certification American Hospital Association American Board of Medical Specialties Oberatment of Medical Specialties Oberatment Office of Medical Specialties Oberatment Office of Medical Specialties Oberatment Office of Delaware - (302) 283-7220 Oberatment Oberatment Office of Medical Specialties Oberatment Office of Oberatment Office of Oberatment Office of Oberatment Office of	State Health Departments	Department of Health - District of Columbia	(202) 442-5955
Department of Veterans Affairs Department of Defense Department of Defense Department of Defense Department of Defense National Heritage Insurance Company Administrative Contractor RRB Carrier - Railroad Retirement Board Carrier Noridian Noridian Administrative Services Benefits Coordination & Recovery Center (BCRC) Benefits Coordination & Recovery Center (BCRC) Fiscal Intermediary Empire Medicare Services Carrier TrailBlazer Health Enterprises, LLC OIG (DHHS) Office of the Inspector General (Department of Health and Human Services) OIG - Quality Improvement Organization (Beneficiary and Family Centered Care) ESRD State Survey Agency Office of Health Facilities of Delaware - Licensing and Certification American Hospital Association American Board of Medical Specialties Department of Veterans Affairs (703) 571-3343 (877) 288-7600 (819) 288-7600 American Hospital Association (302) 283-7220 Licensing and Certification American Board of Medical Specialties (312) 436-2600	HUD U.S. Department of Housing		(202) 708-1112
Department of Defense Department of Defense (703) 571-3343 DME MAC Durable Medical Equipment Medicare Administrative Contractor RRB Carrier - Railroad Retirement Board Carrier Noridian RHHI Regional Home Health Intermediary Noridian Administrative Services Benefits Coordination & Recovery Center (BCRC) Benefits Coordination & Recovery Center (BCRC) Fiscal Intermediary Empire Medicare Services Carrier TrailBlazer Health Enterprises, LLC OIG (DHHS) Office of the Inspector General (Department of Health and Human Services - Office of Inspector General QIO - Quality Improvement Organization (Beneficiary and Family Centered Care) ESRD State Survey Agency Office of Health Facilities of Delaware - Licensing and Certification American Hospital Association American Board of Medical Specialties American Board of Medical Specialties (312) 436-2600	State Medical Assistance Office	Department of Health - District of Columbia	(202) 639-4030
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Licensing and Certification American Hospital Association American Board of Medical Specialties Licensing and Certification American Hospital Association (312) 422-3000 American Board of Medical Specialties (312) 436-2600		KePRO	(813) 280-8256
American Board of Medical Specialties American Board of Medical Specialties (312) 436-2600	ESRD State Survey Agency		(302) 283-7220
	American Hospital Association	American Hospital Association	(312) 422-3000
American Association for Accreditation of Ambulatory American Association for Accreditation of (847) 775-1970	American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
	American Association for Accreditation of Ambulatory	American Association for Accreditation of	(847) 775-1970

Page 213 of 1330 04/19/2015

(202) 708-1455	(800) 569-4287
	(800) 827-1000
	(800) 633-4227
	(200) 255 2425
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 455-8708
	(0.1) 100 0.00
	(800) 942-7373
	(22)
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222

Page 214 of 1330 04/19/2015

Jurisdiction A 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 215 of 1330 04/19/2015

Badda diri roipiai deritadio Bata	
	doh@dc.gov
	doh@dc.gov
	medicare.railroad@palmettogba.com
	hhstips@oig
	info@aaaasf.org or

Page 216 of 1330 04/19/2015

www.hud.gov www.va.gov www.defense.gov www.medicarenhic.com www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.trailblazerhealth.com/ www.oig.hhs.gov www.keproqio.com www.dhss.delaware.gov/dhss/dph/hsp/hflc.html www.aha.org www.abms.org www.AAAASF.org

Page 217 of 1330 04/19/2015

DE	Delaware	Complaints about my care or services
DE	Delaware	Complaints about my care or services
DE	Delaware	Complaints about my care or services
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DE	Delaware	Complaints about my care or services
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DE	Delaware	Complaints about my care or services
DE	Delaware	Complaints about my care or services
DE	Delaware	Complaints about my care or services
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions

Page 218 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease.

Page 219 of 1330 04/19/2015

Surgical Facilities	Ambulatory Surgical Facilities	
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Office of Health Facilities of Delaware - Licensing and Certification	(302) 283-7220
QIO - Quality Improvement Organization (Quality Innovation Network)	Quality Insights Quality Innovation Network	(304) 346-9864
Ombudsman	Division of Services for Aging and Adults with Physical Disabilities of Delaware	(302) 255-9390
Medicaid - Report Fraud	Delaware Health and Social Services	(302) 255-9010
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-Atlantic	(215) 861-4441
ESRD End-Stage Renal Disease Networks	ESRD Network 4, Inc.	(610) 265-2418
Nursing Home State Survey Agency	Division of Public Health - Office of Health Facilities Licensing and Certification	(302) 577-6661
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100

Page 220 of 1330 04/19/2015

	(800) 323-4040
	(800) 942-7373
	(800) 223-9074
(215	5) 861-4440
	(800) 548-9205
	(302) 995-8521
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257

Page 221 of 1330 04/19/2015

(800) 222-4225

Page 222 of 1330 04/19/2015

reception@aaaasf.org
media@cap.org
info@aaahc.org

victor.orija@state.de.us

tlawson@nw4.esrd.net
robert.smith@state.de.us
niaic@nia.nih.gov
nkudic@info.niddk.nih.gov

Page 223 of 1330 04/19/2015

www.cap.org
www.aaahc.org
www.jointcommission.org
www.dhss.delaware.gov/dhss/dph/hsp/hflc.html
www.qualityinsights-qin.org
www.dhss.delaware.gov/dhss/dsaapd
http://dhss.delaware.gov/dhss/dms/arms/reportfraud.html
www.medicareappeal.com
www.hhs.gov/ocr
http://qirn4.org
www.dhss.delaware.gov/dhss/dltcrp/
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org

Page 224 of 1330 04/19/2015

DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	General health & health conditions
DE	Delaware	Health care facilities & services in my area
DE	Delaware	Health care facilities & services in my area
DE	Delaware	Health care facilities & services in my area
DE	Delaware	Health care facilities & services in my area
DE	Delaware	Help with my Medicare options & issues
DE	Delaware	Help with my Medicare options & issues
DE	Delaware	Help with my Medicare options & issues
DE	Delaware	Help with my Medicare options & issues

Page 225 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 226 of 1330 04/19/2015

American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Mid-Atlantic Association of Community Health Centers	(301) 577-0097
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Delaware Healthy Children Program	
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Philadelphia Regional Office	(215) 861-4140

Page 227 of 1330 04/19/2015

		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
800- 996-9969 to apply		(800) 372-2022
		(800) 772-1213
Additional Email: medicare.railroad@palmet	(312) 751-4701 ttogba.com	(877) 772-5772
		(800) 633-4227

Page 228 of 1330 04/19/2015



Page 229 of 1330 04/19/2015

(866) 300-2900	helpline@akfinc.org

(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	dmichalik@state.de.us
	javerplaetse@rrb.gov

Page 230 of 1330 04/19/2015

www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.machc.com/ www.aarp.org/LCE www.selfhelpgroups.org www.dhss.delaware.gov/dhss/ www.socialsecurity.gov www.rrb.gov www.cms.gov

Page 231 of 1330 04/19/2015

DE	Delaware	Help with my Medicare options & issues
DE	Delaware	Help with my Medicare options & issues
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
DE	Delaware	Other insurance programs
FL	Florida	Claims & billing
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FL	Florida	Claims & billing
FL	Florida	Claims & billing
FL	Florida	Claims & billing
FL	Florida	Claims & billing

Page 232 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Medigap Policies

Personalized health insurance counseling Children's Health Insurance Program Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud.

Page 233 of 1330 04/19/2015

State Department of Insurance	Insurance Department of Delaware - Consumer Service Division	(302) 674-7310
SHIP State Health Insurance Assistance Program	ELDERinfo	(302) 674-7364
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Delaware Health and Social Services	(302) 255-9040
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Delaware Health and Social Services	(302) 255-9500
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	First Coast Service Options, Inc.	
Carrier	First Coast Service Options, Inc.	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343

Page 234 of 1330 04/19/2015

	(800) 282-8611
	(800) 336-9500
	(877) 543-7669
(202) 606-2	2532 (888) 767-6738
	(800) 638-7072
	(800) 372-2022
(202) 708-1	455 (800) 569-4287
	(800) 372-2022
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477

Page 235 of 1330 04/19/2015

(800) 878-5707 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 236 of 1330 04/19/2015

consumer@state.de.us elderinfo@state.de.us retire@opm.gov dhssinfo@state.de.us medicare.railroad@palmettogba.com hhstips@oig

Page 237 of 1330 04/19/2015

www.delawareinsurance.gov

http://www.delawareinsurance.gov/services/elderinfo.shtml
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://dhss.delaware.gov/dhss/
www.hud.gov
http://dhss.delaware.gov/dhss/dmma
www.va.gov
www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.floridamedicare.com
www.oig.hhs.gov

Page 238 of 1330 04/19/2015

FL	Florida	Complaints about my care or services
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FL	Florida	Complaints about my care or services
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FL	Florida	Complaints about my care or services

Page 239 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Page 240 of 1330 04/19/2015

QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Agency for Health Care Administration of Florida - Division of Managed Care and Health Quality	(850) 412-4500
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Florida Agency for Health Care Administration	(850) 412-4403
QIO - Quality Improvement Organization (Quality Innovation Network)	Health Services Advisory Group	(602) 801-6600
Ombudsman	Long Term Care Ombudsman of Florida	(850) 414-2323
Medicaid - Report Fraud	Agency for Health Care Administration	(850) 921-1802
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886

Page 241 of 1330 04/19/2015

(844) 455-8708
(888) 419-3456
(800) 424-4301
(866) 275-2267
(888) 545-5222
(800) 323-4040
(888) 419-3456
(888) 831-0404
(866) 762-2237

Page 242 of 1330 04/19/2015

Page 243 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 244 of 1330 04/19/2015

www.keproqio.com www.ahca.myflorida.com www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.fdhc.state.fl.us www.hsag.com www.ombudsman.myflorida.com https://apps.ahca.myflorida.com/inspectorgeneral/fraud_com plaintform.aspx www.medicareappeal.com www.hhs.gov/ocr

Page 245 of 1330 04/19/2015

FL	Florida	Complaints about my care or services
FL	Florida	Complaints about my care or services
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	General health & health conditions
FL	Florida	Health care facilities & services in my area
FL	Florida	Health care facilities & services in my area
FL	Florida	Health care facilities & services in my area
FL	Florida	Health care facilities & services in my area

Page 246 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Page 247 of 1330 04/19/2015

ESRD End-Stage Renal Disease Networks	Florida Medical Quality Assurance Inc.,The Florida ESRD Network - Network 7	(813) 383-1530
Nursing Home State Survey Agency	Florida Agency for Health Care Administration	(850) 412-4303
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Association of Community Health Centers of Florida	(850) 942-1822
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Florida KidCare	

Page 248 of 1330 04/19/2015

based on Helpful Contacts Data		
		(800) 826-3773
		(888) 419-3456
		(800) 222-2225
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 456-8263
		(800) 677-1116
		(800) 367-6274
	(877) 427-9825	(888) 540-5437

Page 249 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 Quit Smoking Program (877) 448-7848 (888) 586-6340

Page 250 of 1330 04/19/2015

	mhanthorn@nw7.esrd.net
	infoctr@fdhc.state.fl.us
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	fachc@fachc.org
	lce@aarp.org
	njshc@cybernex.net

Page 251 of 1330 04/19/2015

http://fmqai.com
www.ahca.myflorida.com
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.fachc.org/
www.aarp.org/LCE
www.selfhelpgroups.org
www.healthykids.org

Page 252 of 1330 04/19/2015

FL	Florida	Health care facilities & services in my area
FL	Florida	Help with my Medicare options & issues
FL	Florida	Help with my Medicare options & issues
FL	Florida	Help with my Medicare options & issues
FL	Florida	Help with my Medicare options & issues
FL	Florida	Help with my Medicare options & issues
FL	Florida	Help with my Medicare options & issues
FL	Florida	Other insurance programs
FL	Florida	Other insurance programs
FL	Florida	Other insurance programs
FL	Florida	Other insurance programs
FL	Florida	Other insurance programs
FL	Florida	Other insurance programs
FL	Florida	Other insurance programs

Page 253 of 1330 04/19/2015

insurance.
To find a hospice program in my area.
Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.
(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.
General Medicare information, ordering Medicare booklets, and information about health plans.
Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.
Medigap Policies
Personalized health insurance counseling
Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

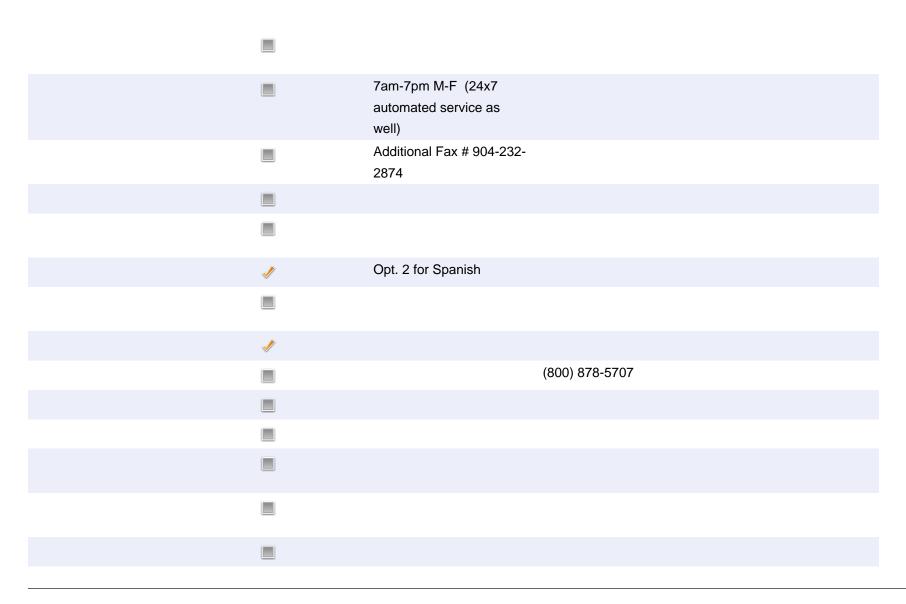
Page 254 of 1330 04/19/2015

State Hospice Organization	Florida Hospice & Palliative Care Association	(850) 878-2632
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
State Department of Insurance	Department of Financial Services	(850) 413-3089
SHIP State Health Insurance Assistance Program	Serving Health Insurance Needs of Elders (SHINE)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Florida Department of Elder Affairs	(850) 414-2000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Florida Agency for Health Care Administration	(850) 487-1111
Department of Veterans Affairs	Department of Veterans Affairs	

Page 255 of 1330 04/19/2015

		(800) 282-6560
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 693-5236
	(850) 955-8771	(800) 963-5337
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(850) 414-2001	
	(202) 708-1455	(800) 569-4287
		(866) 762-2237
		(800) 827-1000

Page 256 of 1330 04/19/2015



Page 257 of 1330 04/19/2015

info@floridahospices.org
javerplaetse@rrb.gov
into@oldoraffoire.org
info@elderaffairs.org
retire@opm.gov
administration@doh.state.fl.us

Page 258 of 1330 04/19/2015

www.floridahospices.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.myfloridacfo.com
http://www.floridaSHINE.org
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://elderaffairs.state.fl.us
www.hud.gov
www.fdhc.state.fl.us/
www.va.gov

Page 259 of 1330 04/19/2015

FL	Florida	Other insurance programs
GA	Georgia	Claims & billing
GA	Georgia	Claims & billing
GA	Georgia	Claims & billing
GA	Georgia	Claims & billing
GA	Georgia	Claims & billing
GA	Georgia	Claims & billing
GA	Georgia	Claims & billing
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services

Page 260 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Page 261 of 1330 04/19/2015

Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Blue Cross Blue Shield of Georgia	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Department of Community Health Care Facility Regulation	(404) 657-5850
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

Page 262 of 1330 04/19/2015

		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477
		(844) 455-8708
Main 404-657-5411		(800) 878-6442
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040

Page 263 of 1330 04/19/2015

1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950 Complaints Only

Page 264 of 1330 04/19/2015

	medicare.railroad@palmettogba.com
(877) 261-6608	
	hhstips@oig
	mirichards@dhr.state.ga.us
	info@aaaasf.org or
	reception@aaaasf.org media@cap.org
	info@aaahc.org

Page 265 of 1330 04/19/2015

www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov www.oig.hhs.gov www.keproqio.com www.dch.georgia.gov www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org

Page 266 of 1330 04/19/2015

GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	Complaints about my care or services
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions

Page 267 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

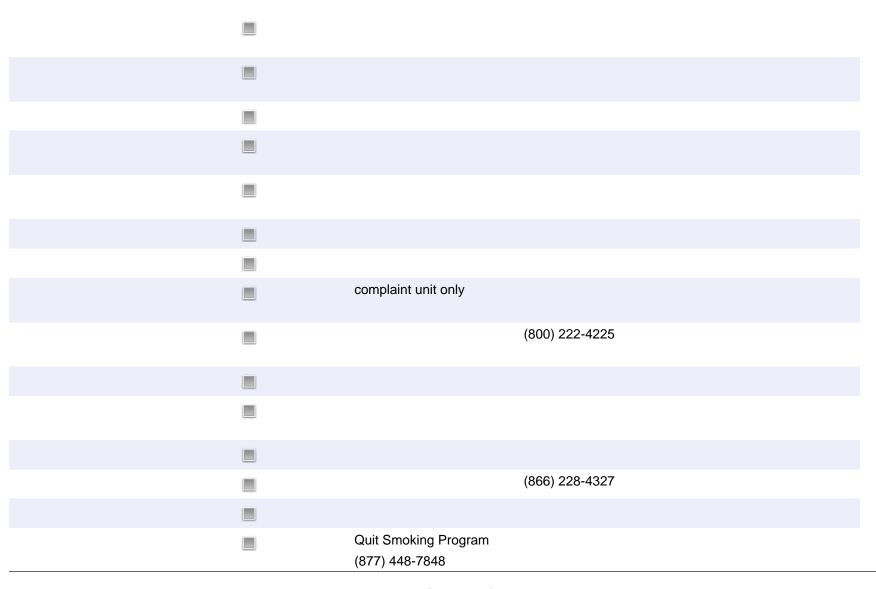
Page 268 of 1330 04/19/2015

Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
Home Health Agency	Healthcare facility Regulatory Division	(404) 657-5850
QIO - Quality Improvement Organization (Quality Innovation Network)	Alliant-Georgia Medical Care Foundation	(678) 527-3000
Ombudsman	Division of Aging/Ombudsman of Georgia	(866) 552-4464
Medicaid - Report Fraud	Georgia Department of Community Health	(404) 463-7590
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
ESRD End-Stage Renal Disease Networks	Southeastern Kidney Council - Network 6	(919) 855-0882
Nursing Home State Survey Agency	Department of Community Health Care Facility Regulation	(404) 657-5850
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 269 of 1330 04/19/2015

		(800) 878-6442
Option 5	(404) 657-1929	(888) 454-5826
		(800) 533-0686
		(800) 524-7139
		(800) 878-6442
		(800) 222-2225
		(800) 749-2257
		(800) 891-5390
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237

Page 270 of 1330 04/19/2015



Page 271 of 1330 04/19/2015

	info@nw6.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 272 of 1330 04/19/2015

www.dch.georgia.gov www.gmcf.org http://www.georgiaombudsman.org/ http://dch.georgia.gov/00/channel_title/0,2094,31446711_32 374403,00.html www.medicareappeal.com www.hhs.gov/ocr www.esrdnetwork6.org www.dch.georgia.gov www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov

Page 273 of 1330 04/19/2015

GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	General health & health conditions
GA	Georgia	Health care facilities & services in my area
GA	Georgia	Health care facilities & services in my area
GA	Georgia	Health care facilities & services in my area
GA	Georgia	Health care facilities & services in my area
GA	Georgia	Health care facilities & services in my area
GA	Georgia	Help with my Medicare options & issues
GA	Georgia	Help with my Medicare options & issues
GA	Georgia	Help with my Medicare options & issues
GA	Georgia	Help with my Medicare options & issues
GA	Georgia	Help with my Medicare options & issues
GA	Georgia	Help with my Medicare options & issues
GA	Georgia	Other insurance programs

Page 274 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Page 275 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

	Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	The Georgia Association for Primary Health Care, Inc	(404) 659-2861
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	PeachCare for Kids	
State Hospice Organization	Hospice Organization of Georgia	(404) 323-9397
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
State Department of Insurance	Department of Insurance of Georgia	(404) 656-2070
SHIP State Health Insurance Assistance Program	GeorgiaCares	(866) 552-4464
CHIP Insure Kids Now	Children's Health Insurance Program	

Page 276 of 1330 04/19/2015

		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(877) 774-2742
		(800) 677-1116
		(800) 367-6274
		(877) 427-3224
		(877) 924-6073
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 656-2298
	(404) 657-1929	(866) 552-4464
		(877) 543-7669

Page 277 of 1330 04/19/2015

(877) 448-7848



Page 278 of 1330 04/19/2015

ahrqpubs@ahrq.gov
javent@gaphc.org
lce@aarp.org
njshc@cybernex.net
admin@ghpco.org
javerplaetse@rrb.gov
cjwilliams@dhr.state.ga.us

Page 279 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.gaphc.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.peachcare.org
www.ghpco.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.gainsurance.org
www.mygeorgiacares.org
www.insurekidsnow.gov

Page 280 of 1330 04/19/2015

GA	Georgia	Other insurance programs
GA	Georgia	Other insurance programs
GA	Georgia	Other insurance programs
GA	Georgia	Other insurance programs
GA	Georgia	Other insurance programs
GA	Georgia	Other insurance programs
GA	Georgia	Other insurance programs
GU	Guam	Claims & billing
GU	Guam	Claims & billing
GU	Guam	Claims & billing
GU	Guam	Claims & billing
GU	Guam	Claims & billing
GU	Guam	Claims & billing
GU	Guam	Claims & billing
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services

Page 281 of 1330 04/19/2015

Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital.

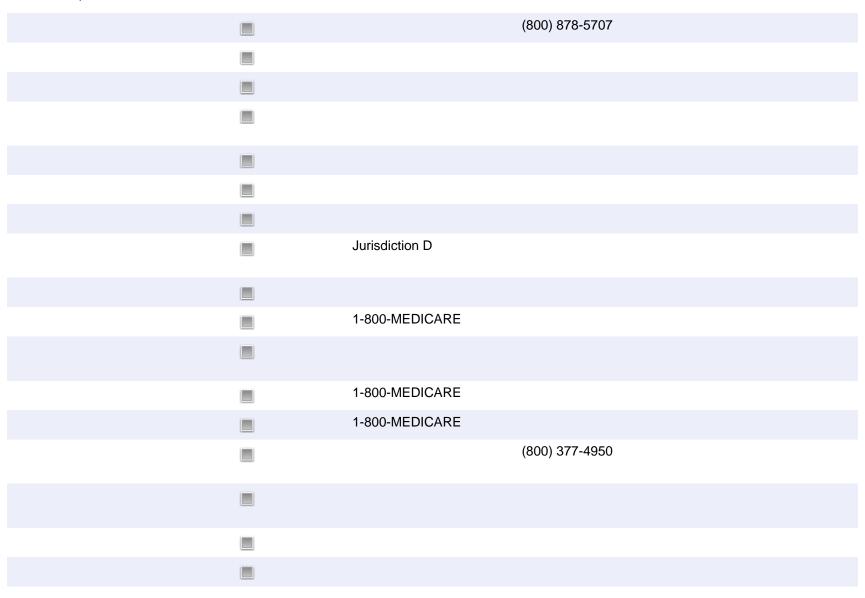
Page 282 of 1330 04/19/2015

Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Georgia Department of Community Health	(404) 656-4507
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Georgia Department of Community Health	(404) 656-4507
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Hawaii Department of Health	(808) 692-7420
American Hospital Association	American Hospital Association	(312) 422-3000

Page 283 of 1330 04/19/2015

(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 869-1150
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
	(800) 424-4301

Page 284 of 1330 04/19/2015



Page 285 of 1330 04/19/2015

retire@opm.gov
medicare.railroad@palmettogba.com
hhstips@oig
hhstips@oig
hhstips@oig

Page 286 of 1330 04/19/2015

www.opm.gov\retire http://owcp.dol.acs-inc.com www.dch.georgia.gov www.hud.gov www.dch.georgia.gov www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.oig.hhs.gov http://www.hawaii.gov/health www.aha.org

Page 287 of 1330 04/19/2015

GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	Complaints about my care or services
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions

Page 288 of 1330 04/19/2015

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Page 289 of 1330 04/19/2015

American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Ombudsman	Department On Aging of AS, GU, HI, and MP	(808) 586-0100
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Western Pacific Renal Network, LLC - Network 17	(415) 897-2400
Nursing Home State Survey Agency	Hawaii Department of Health	(808) 692-7420
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000

Page 290 of 1330 04/19/2015

		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
(808) 586-7268 Hawaii only		(888) 875-9229
		,
	(415) 437-8311	
		(800) 232-3773
		(800) 222-2225
		(200) 204 5200
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721

Page 291 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327

Page 292 of 1330 04/19/2015

	info@aaaasf.org or reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	eoa@doh.hawaii.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org

Page 293 of 1330 04/19/2015

www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org http://hawaii.gov/health/eoa www.medicareappeal.com www.hhs.gov/ocr www.esrdnet17.org http://www.hawaii.gov/health www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/

Page 294 of 1330 04/19/2015

GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	General health & health conditions
GU	Guam	Health care facilities & services in my area
GU	Guam	Health care facilities & services in my area
GU	Guam	Health care facilities & services in my area
GU	Guam	Health care facilities & services in my area
GU	Guam	Health care facilities & services in my area
GU	Guam	Help with my Medicare options & issues
GU	Guam	Help with my Medicare options & issues
GU	Guam	Help with my Medicare options & issues
GU	Guam	Help with my Medicare options & issues
GU	Guam	Help with my Medicare options & issues

Page 295 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Guam	(808) 537-5855
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Guam Department of Health Care Financing	(671) 735-7356
State Hospice Organization	Hospice Organization of Guam	(671) 647-5355
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	Department of Revenue and Taxation of Guam	(671) 635-1835

Page 297 of 1330 04/19/2015

		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(877) 548-7669
		(800) 772-1213
Additional Email: medicare.railroad@palmetto	(312) 751-4701 ogba.com	(877) 772-5772
		(800) 633-4227

Page 298 of 1330 04/19/2015



Page 299 of 1330 04/19/2015

cancergovstaff@mail.nih.gov
ahrqpubs@ahrq.gov
Info@pacificislandspcs.org
lce@aarp.org
njshc@cybernex.net
hspinc@teleguam.net
javerplaetse@rrb.gov
pinadm@revtax.gov.gu

Page 300 of 1330 04/19/2015

www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
www.pacificislandspca.org
www.aarp.org/LCE
www.selfhelpgroups.org
www.dphss.guam.gov
http://hspguam.com
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
guamtax.com

Page 301 of 1330 04/19/2015

GU	Guam	Help with my Medicare options & issues
GU	Guam	Other insurance programs
GU	Guam	Other insurance programs
GU	Guam	Other insurance programs
GU	Guam	Other insurance programs
GU	Guam	Other insurance programs
GU	Guam	Other insurance programs
GU	Guam	Other insurance programs
HI	Hawaii	Claims & billing
HI	Hawaii	Claims & billing
HI	Hawaii	Claims & billing
HI	Hawaii	Claims & billing
HI	Hawaii	Claims & billing
HI	Hawaii	Claims & billing
HI	Hawaii	Claims & billing
HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services

Page 302 of 1330 04/19/2015

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Page 303 of 1330 04/19/2015

SHIP State Health Insurance Assistance Program	Guam Medicare Assistance Program (GUAM MAP)	(671) 735-7421
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Hawaii Department of Health	(808) 586-4400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Hawaii Department of Health	(808) 692-7420

Page 304 of 1330 04/19/2015

or (671) 735-7390

(671) 735-7415

	(877) 543-7669
(202) 606-253	2 (888) 767-6738
	(800) 638-7072
(202) 708-145	5 (800) 569-4287
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-262	7 (855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-112	3 (877) 588-1123

Page 305 of 1330 04/19/2015

(800) 878-5707 Jurisdiction D 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 306 of 1330 04/19/2015

joleen.almandres@dphss.guam.gov

retire@opm.gov
medicare.railroad@palmettogba.com
hhstips@oig

Page 307 of 1330 04/19/2015

http://www.dphss.guam.gov/content/state-health-insurance- assistance-program-ship www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.hawaii.gov/health
www.hud.gov
www.va.gov
www.defense.gov
www.noridianmedicare.com/dme
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.oig.hhs.gov
http://www.hawaii.gov/health

Page 308 of 1330 04/19/2015

HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services
НІ	Hawaii	Complaints about my care or services
НІ	Hawaii	Complaints about my care or services
НІ	Hawaii	Complaints about my care or services
НІ	Hawaii	Complaints about my care or services
Н	Hawaii	Complaints about my care or services
Н	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services
HI	Hawaii	Complaints about my care or services

Page 309 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Page 310 of 1330 04/19/2015

American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Health of Hawaii - State Licensing Section	(808) 692-7420
QIO - Quality Improvement Organization (Quality Innovation Network)	Mountain Pacific Quality Health Foundation	(406) 443-4020
Ombudsman	Department On Aging of AS, GU, HI, and MP	(808) 586-0100
Medicaid - Report Fraud	Department of Human Services (Med-Quest Division)	(808) 524-3370
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Western Pacific Renal Network, LLC - Network 17	(415) 897-2400
Nursing Home State Survey Agency	Hawaii Department of Health	(808) 692-7420

Page 311 of 1330 04/19/2015

Based on Helpful Contacts Data		
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 497-8232
(808) 586-7268 Hawaii only		(888) 875-9229
		(800) 316-8005
	(415) 437-8311	
		(800) 232-3773

Page 312 of 1330 04/19/2015



Page 313 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org eoa@doh.hawaii.gov

Page 314 of 1330 04/19/2015

www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.hawaii.gov/health www.mpqhf.org http://hawaii.gov/health/eoa wwwww.med-quest.us/Fraud-and-Abuse www.medicareappeal.com www.hhs.gov/ocr www.esrdnet17.org http://www.hawaii.gov/health

Page 315 of 1330 04/19/2015

HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	General health & health conditions
HI	Hawaii	Health care facilities & services in my area
HI	Hawaii	Health care facilities & services in my area
HI	Hawaii	Health care facilities & services in my area
HI	Hawaii	Health care facilities & services in my area
HI	Hawaii	Health care facilities & services in my area
HI	Hawaii	Help with my Medicare options & issues

Page 316 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

Page 317 of 1330 04/19/2015

National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Hawaii Primary Care Association	(808) 536-8442
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Department of Human Services of Hawaii	(808) 692-7364
State Hospice Organization	Kokua Mau, Hawaii Hospice and Palliative Care Organization	(808) 585-9977
SSA Social Security Administration	Social Security Administration	

Page 318 of 1330 04/19/2015

(800) 222-2225
(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 677-1116
(800) 367-6274
(800) 772-1213

Page 319 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7 automated service as

Page 320 of 1330 04/19/2015

niaic@nia.nih.gov

	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	info@kokuamau.org

Page 321 of 1330 04/19/2015

www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.hawaiipca.net/index.php www.aarp.org/LCE www.selfhelpgroups.org www.med-quest.us www.kokuamau.org

www.socialsecurity.gov

Page 322 of 1330 04/19/2015

Н	Hawaii	Help with my Medicare options & issues
HI	Hawaii	Help with my Medicare options & issues
HI	Hawaii	Help with my Medicare options & issues
HI	Hawaii	Help with my Medicare options & issues
HI	Hawaii	Help with my Medicare options & issues
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
HI	Hawaii	Other insurance programs
IA	Iowa	Claims & billing
IA	Iowa	Claims & billing
IA	lowa	Claims & billing

Page 323 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

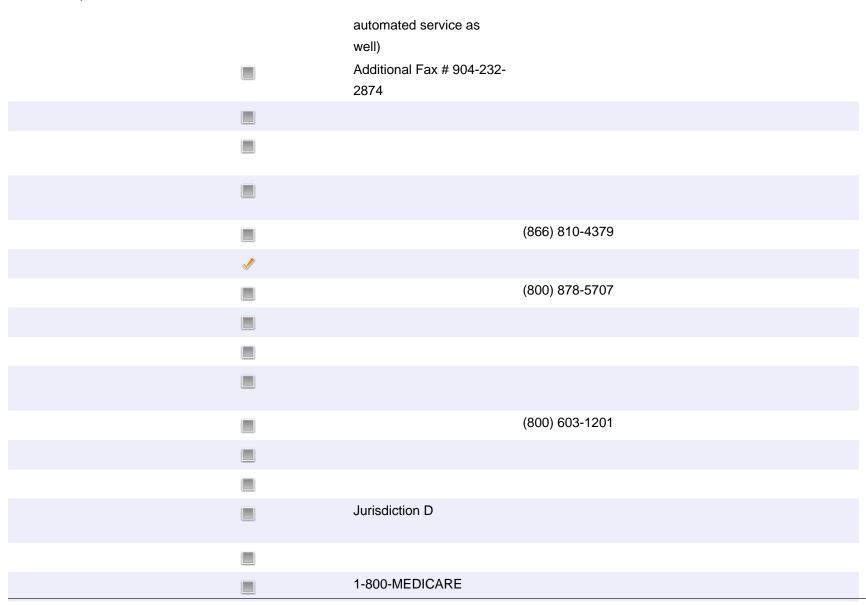
Page 324 of 1330 04/19/2015

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	Insurance Division of Hawaii - Department of Commerce/Consumer Affairs	(808) 586-2790
SHIP State Health Insurance Assistance Program	Sage PLUS Program	(808) 586-7299
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Hawaii Department of Health	(808) 586-4400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of Hawaii	(808) 524-3370
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	

Page 325 of 1330 04/19/2015

Additional Email: medicare.railroad@palmettogba.	(312) 751-4701 .com	(877) 772-5772
		(800) 633-4227
		(888) 875-9229
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
		(800) 316-8005
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227

Page 326 of 1330 04/19/2015



Page 327 of 1330 04/19/2015

	javerplaetse@rrb.gov
	insurance@dcca.hawaii.gov
	help@hawaiiship.org
	retire@opm.gov
(800) 316-8005	dhs@dhs.hawaii.gov
	medicare.railroad@palmettogba.com

Page 328 of 1330 04/19/2015

www.rrb.gov
www.cms.gov
cca.hawaii.gov/ins
www.hawaiiship.org
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.hawaii.gov/health
www.hud.gov
http://www.med-quest.us/
www.va.gov
www.defense.gov
www.noridianmedicare.com/dme
www.palmettogba.com/medicare

Page 329 of 1330 04/19/2015

IA	Iowa	Claims & billing
IA	lowa	Claims & billing
IA	lowa	Claims & billing
IA	lowa	Claims & billing
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	lowa	Complaints about my care or services

Page 330 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Page 331 of 1330 04/19/2015

Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Department of Inspections and Appeals of lowa - Health Facilities Division	(515) 281-4115
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Inspections and Appeals of lowa - Health Facilities Division	(515) 281-4115
QIO - Quality Improvement Organization (Quality Innovation Network)	Telligen	(515) 223-2900

Page 332 of 1330 04/19/2015

(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(855) 408-8557
	(800) 383-4920
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 383-4920
	(800) 383-2856

Page 333 of 1330 04/19/2015



Page 334 of 1330 04/19/2015

Based of Freigital Contacts Data	
	hhstips@oig
	webmaster@dia.state.ia.us
	WODINGS CON GRAND CONTROL OF THE CON
	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	webmaster@dia.state.ia.us

Page 335 of 1330 04/19/2015

www.cob.cms.hhs.gov
www.noridianmedicare.com
www.oig.hhs.gov
www.keproqio.com
www.dia.iowa.gov
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.dia.iowa.gov
www.telligen.org

Page 336 of 1330 04/19/2015

IA	lowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	Iowa	Complaints about my care or services
IA	lowa	General health & health conditions
IA	lowa	General health & health conditions
IA	lowa	General health & health conditions
IA	Iowa	General health & health conditions
IA	Iowa	General health & health conditions
IA	Iowa	General health & health conditions
IA	Iowa	General health & health conditions
IA	Iowa	General health & health conditions
IA	Iowa	General health & health conditions
IA	Iowa	General health & health conditions

Page 337 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Page 338 of 1330 04/19/2015

Ombudsman	Department of Elder Affairs of Iowa	(515) 725-3333
Medicaid - Report Fraud	Department of Human Services	(515) 256-4615
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Iowa, Kansas, Missouri, and Nebraska	(816) 426-7276
ESRD End-Stage Renal Disease Networks	ESRD Network #12	(816) 880-9990
Nursing Home State Survey Agency	Department of Inspections and Appeals of lowa - Health Facilities Division	(515) 281-4115
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210

Page 339 of 1330 04/19/2015

		(800) 532-3213 (877) 446-3787
(8	16) 426-7065	
		(800) 444-9965
		(877) 686-0027
		(800) 222-2225
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010

Page 340 of 1330 04/19/2015



Page 341 of 1330 04/19/2015

jeanne.yordi@iowa.gov

	jhalvers@os.dhhs.gov
	info@nw12.esrd.net
	webmaster@dia.state.ia.us
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Page 342 of 1330 04/19/2015

www.aging.iowa.gov http://www.ime.state.ia.us/Providers/SURS/contacts.html www.medicareappeal.com www.hhs.gov/ocr www.heartlandkidney.org www.dia.iowa.gov www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org

Page 343 of 1330 04/19/2015

IA	lowa	Health care facilities & services in my area
IA	Iowa	Health care facilities & services in my area
IA	Iowa	Health care facilities & services in my area
IA	lowa	Health care facilities & services in my area
IA	Iowa	Health care facilities & services in my area
IA	Iowa	Help with my Medicare options & issues
IA	lowa	Help with my Medicare options & issues
IA	Iowa	Help with my Medicare options & issues
IA	lowa	Help with my Medicare options & issues
IA	Iowa	Help with my Medicare options & issues
IA	lowa	Help with my Medicare options & issues
IA	Iowa	Other insurance programs
IA	Iowa	Other insurance programs
IA	Iowa	Other insurance programs

Page 344 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Page 345 of 1330 04/19/2015

Primary Care Association	Primary Care Association of Iowa and	(515) 244-9610
	Nebraska	
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	hawk-i	
State Hospice Organization	Hospice & Palliative Care Organization of	(515) 243-1046
	Iowa (formerly - Hospice Organization of Iowa)	
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services	CMS, Kansas City Regional Office	(816) 426-5233
Regional Office	Civio, Karisas City Regional Office	(610) 420-3233
State Department of Insurance	Insurance Division of Iowa	(515) 281-5705
SHIP State Health Insurance Assistance Program	Senior Health Insurance Information	
	Program (SHIIP)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	

Page 346 of 1330 04/19/2015

lowa # 515-244-9610 Nebraska #402-505-5426		(877) 244-9612
		(800) 677-1116
		(800) 367-6274
	(515) 457-8051	(800) 257-8563
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 955-1212
		(800) 351-4664
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072

Page 347 of 1330 04/19/2015



Page 348 of 1330 04/19/2015

Based on Helpful Contacts Data	
	lce@aarp.org
	njshc@cybernex.net
	javerplaetse@rrb.gov
	shiip@iid.state.ia.us
	retire@opm.gov

Page 349 of 1330 04/19/2015



Page 350 of 1330 04/19/2015

IA	Iowa	Other insurance programs
IA	Iowa	Other insurance programs
IA	Iowa	Other insurance programs
IA	Iowa	Other insurance programs
IA	Iowa	Other insurance programs
ID	Idaho	Claims & billing
ID	Idaho	Claims & billing
ID	Idaho	Claims & billing
ID	Idaho	Claims & billing
ID	Idaho	Claims & billing
ID	Idaho	Claims & billing
ID	Idaho	Claims & billing
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services

Page 351 of 1330 04/19/2015

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Page 352 of 1330 04/19/2015

State Health Departments	Iowa Department of Public Health	(515) 281-7689
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of Iowa	(515) 256-4606
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	CGS Administrators, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Idaho Department of Health and Welfare	(208) 334-6626
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970

Page 353 of 1330 04/19/2015

(866) 227-9878

(202) 708-1455	(800) 569-4287
	(800) 338-8366
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222

Page 354 of 1330 04/19/2015

Jurisdiction D 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 355 of 1330 04/19/2015

Based on Helpful Contacts Data	-
(515) 281-7230	
	contactdhs@dhs.state.ia.us
	medicare.railroad@palmettogba.com
	hhstips@oig
	Tiristips & olg
	DPHInquiries@dhw.idaho.gov
	info@aaaasf.org or
	reception@aaaasf.org

Page 356 of 1330 04/19/2015

http://www.idph.state.ia.us www.hud.gov www.ime.state.ia.us www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov medicare.regence.com www.oig.hhs.gov healthandwelfare.idaho.gov or facilitystandards.idaho.gov www.aha.org www.abms.org www.AAAASF.org

Page 357 of 1330 04/19/2015

ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
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ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	Complaints about my care or services
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions

Page 358 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Page 359 of 1330 04/19/2015

Surgical Facilities	Ambulatory Surgical Facilities	
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Bureau of Facility Standards	(208) 334-6626
QIO - Quality Improvement Organization (Quality Innovation Network)	Qualis Health	(206) 364-9700
Ombudsman	Commission On Aging of Idaho	(208) 334-3833
Medicaid - Report Fraud	Department of Health and Welfare	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Alaska, Idaho, Oregon, and Washington	(206) 615-2290
ESRD End-Stage Renal Disease Networks	Northwest Renal Network - Network 16	(206) 923-0714
Nursing Home State Survey Agency	Idaho Department of Health and Welfare	(208) 334-6626
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases	(301) 654-4415

Page 360 of 1330 04/19/2015

	(800) 323-4040
	()
	(800) 949-7536
	(800) 926-2588
	(866) 635-7515
(206) 615-2296	
	(800) 262-1514
	(800) 222-2225
	(====)
	(800) 749-2257
	(800) 891-5390
	(111) 111 1130

Page 361 of 1330 04/19/2015



Page 362 of 1330 04/19/2015

Dadou di Holpidi Goliladio Dala	
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
(800) 874-9426	
	cathy.hart@aging.idaho.gov
	ocrmail@of.dhhs.gov
	shechinson@nw16.esrd.net
	fsb@dhw.idaho.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov

Page 363 of 1330 04/19/2015

www.cap.org www.aaahc.org www.jointcommission.org healthandwelfare.idaho.gov or facilitystandards.idaho.gov www.qualishealth.org http://www.idahoaging.com/ http://www.healthandwelfare.idaho.gov/AboutUs/FraudRepor tPublicAssistanceFraud/ReportHealthCareFraud/tabid/322/D efault.aspx www.medicareappeal.com www.hhs.gov/ocr www.nwrenalnetwork.org www.facilitystandards.idaho.gov www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov

Page 364 of 1330 04/19/2015

ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	General health & health conditions
ID	Idaho	Health care facilities & services in my area
ID	Idaho	Health care facilities & services in my area
ID	Idaho	Health care facilities & services in my area
ID	Idaho	Health care facilities & services in my area
ID	Idaho	Health care facilities & services in my area
ID	Idaho	Help with my Medicare options & issues
ID	Idaho	Help with my Medicare options & issues
ID	Idaho	Help with my Medicare options & issues

Page 365 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Page 366 of 1330 04/19/2015

	Information	
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Idaho	(208) 345-2335
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Idaho Children's Health Insurance Program	
State Hospice Organization	Idaho Quality of Life Coalition	(208) 841-1862
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	

Page 367 of 1330 04/19/2015

		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
local # is 211 in ID		(800) 926-2588
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 368 of 1330 04/19/2015



Page 369 of 1330 04/19/2015

(866) 300-2900		helpline@akfinc.org
(800) 242-8721		inqueries@heart.org
		cancergovstaff@mail.nih.gov
		ahrqpubs@ahrq.gov
		info@idahopca.org
		lce@aarp.org
		njshc@cybernex.net
(800) 926-2588	#2	

javerplaetse@rrb.gov

Page 370 of 1330 04/19/2015

www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.idahopca.org/about-us www.aarp.org/LCE www.selfhelpgroups.org http://www.211.idaho.gov IDQOL.org www.socialsecurity.gov www.rrb.gov

Page 371 of 1330 04/19/2015

ID	Idaho	Help with my Medicare options & issues
ID	Idaho	Help with my Medicare options & issues
ID	Idaho	Help with my Medicare options & issues
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
ID	Idaho	Other insurance programs
IL	Illinois	Claims & billing
IL	Illinois	Claims & billing
IL	Illinois	Claims & billing
IL	Illinois	Claims & billing
IL	Illinois	Claims & billing
IL	Illinois	Claims & billing

Page 372 of 1330 04/19/2015

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Page 373 of 1330 04/19/2015

CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Seattle Regional Office	(206) 615-2354
State Department of Insurance	Department of Insurance of Idaho	(208) 334-4250
SHIP State Health Insurance Assistance Program	Senior Health Insurance Benefits Advisors (SHIBA)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Idaho Department of Health and Welfare	(208) 334-5500
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Idaho Department of Health and Welfare	(208) 334-6700
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	National Government Services	
Carrier	Wisconsin Physician Services WPS	

Page 374 of 1330 04/19/2015

	(800) 721-4422
	(800) 247-4422
	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227

Page 375 of 1330 04/19/2015

(800) 878-5707 Jurisdiction B 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE

Page 376 of 1330 04/19/2015

khurt@doi.state.id.us
idahoshiba@doi.idaho.gov
retire@opm.gov
fsb@dhw.idaho.gov
apsportal@dhw.idaho.gov
medicare.railroad@palmettogba.com

Page 377 of 1330 04/19/2015

www.cms.gov www.doi.idaho.gov www.shiba.idaho.gov www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com healthandwelfare.idaho.gov or facilitystandards.idaho.gov www.hud.gov healthandwelfare.idaho.gov or facilitystandards.idaho.gov www.va.gov www.defense.gov www.ngsmedicare.com www.palmettogba.com/medicare www.cob.cms.hhs.gov ngsmedicare.com www.wpsmedicare.com

Page 378 of 1330 04/19/2015

IL	Illinois	Claims & billing
IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services
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IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services

Page 379 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Page 380 of 1330 04/19/2015

OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Health Care Facilities and Programs of Illinois	(217) 782-7412
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Illinois Department of Healthcare and Family Services	(217) 782-7412
QIO - Quality Improvement Organization (Quality Innovation Network)	Telligen	(515) 223-2900
Ombudsman	Department of Aging of Illinois	(217) 524-6911
Medicaid - Report Fraud	Department of Healthcare and Family Services	(217) 785-7030
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-West	(312) 886-2359

Page 381 of 1330 04/19/2015

	(800) 447-8477
	(855) 408-8557
	(800) 252-4343
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 252-4343
	(800) 383-2856
	(800) 252-8966
	(888) 557-9503
(312) 353-5693	

Page 382 of 1330 04/19/2015

(800) 377-4950 (800) 547-0466 (800) 547-0466

Page 383 of 1330 04/19/2015

hhstips@oig

	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
(800) 252-8966	ilsenior@aging.state.il.us

Page 384 of 1330 04/19/2015

www.oig.hhs.gov www.keproqio.com www.idph.state.il.us www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.idph.state.il.us www.telligen.org www.state.il.us/aging/ http://www.state.il.us/agency/oig/reportfraud.asp www.medicareappeal.com www.hhs.gov/ocr

Page 385 of 1330 04/19/2015

IL	Illinois	Complaints about my care or services
IL	Illinois	Complaints about my care or services
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	General health & health conditions
IL	Illinois	Health care facilities & services in my area
IL	Illinois	Health care facilities & services in my area
IL	Illinois	Health care facilities & services in my area
IL	Illinois	Health care facilities & services in my area

Page 386 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Page 387 of 1330 04/19/2015

ESRD End-Stage Renal Disease Networks	The Renal Network - Network 9/10	(317) 257-8265
Nursing Home State Survey Agency	Illinois Department of Public Health	(217) 782-5180
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Illinois Primary Health Care Association	(217) 541-7300
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	All Kids Share	

Page 388 of 1330 04/19/2015

Dated on Holpidi Contacto Bata	
	(800) 456-6919
	(800) 252-4343
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
(312) 692-3000 (Chicago Office)	
	(800) 677-1116
	(800) 367-6274
	(866) 255-5437

Page 389 of 1330 04/19/2015



Page 390 of 1330 04/19/2015

	info@nw10.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	info@iphca.org
	lce@aarp.org
	njshc@cybernex.net
	dpawebmaster@mail.idpa.state.il.us

Page 391 of 1330 04/19/2015

www.therenalnetwork.org
www.idph.state.il.us
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://iphca.org
www.aarp.org/LCE
www.selfhelpgroups.org
www.allkids.com

Page 392 of 1330 04/19/2015

IL	Illinois	Health care facilities & services in my area
IL	Illinois	Help with my Medicare options & issues
IL	Illinois	Help with my Medicare options & issues
IL	Illinois	Help with my Medicare options & issues
IL	Illinois	Help with my Medicare options & issues
IL	Illinois	Help with my Medicare options & issues
IL	Illinois	Help with my Medicare options & issues
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs
IL	Illinois	Other insurance programs

Page 393 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Page 394 of 1330 04/19/2015

State Hospice Organization	Illinois Hospice and Palliative Care Org.	
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Chicago Regional Office	(312) 353-7180
State Department of Insurance	Illinois Division of Insurance	(217) 785-0820
SHIP State Health Insurance Assistance Program	Senior Health Insurance Program (SHIP)	(217) 524-6911
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Illinois Department of Public Health	(217) 782-4977
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Illinois Department of Healthcare and Family Services	(217) 782-4977
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 395 of 1330 04/19/2015

24004 011 110 p. 111 00 114010 2414		
		(855) 870-0342
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(888) 473-4858
	(888) 206-1327	
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
8008436154	(800) 547-0466	(800) 226-0768
		(800) 827-1000

Page 396 of 1330 04/19/2015



Page 397 of 1330 04/19/2015

info@il-hpco.org
javerplaetse@rrb.gov
AGING.SHIP@illinois.gov
ACIVO.SI III @IIIIIOIS.gov
retire@opm.gov
hfswebmaster@illinois.gov

Page 398 of 1330 04/19/2015

www.il-hpco.org		
www.socialsecurity.gov		
www.rrb.gov		
www.cms.gov		
www.illinios.gov		
http://www.illinois.gov/aging/SHIP		
www.insurekidsnow.gov		
www.opm.gov\retire		
http://owcp.dol.acs-inc.com		
www.idph.state.il.us		
www.hud.gov		
http://www.hfs.illinois.gov/		
www.va.gov		
www.defense.gov		

Page 399 of 1330 04/19/2015

IN	Indiana	Claims & billing
IN	Indiana	Claims & billing
IN	Indiana	Claims & billing
IN	Indiana	Claims & billing
IN	Indiana	Claims & billing
IN	Indiana	Claims & billing
IN	Indiana	Claims & billing
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
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IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services

Page 400 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an

Page 401 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	National Government Services	
Carrier	National Government Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	State Department of Health of Indiana - Health Care Regulatory Services	(317) 233-7442
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Indiana State Department of Health	(317) 233-7442

Page 402 of 1330 04/19/2015

based on Helpful Contacts Data		
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477
		(855) 408-8557
		(800) 246-8909
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 246-8909

Page 403 of 1330 04/19/2015



Page 404 of 1330 04/19/2015

medicare.railroad@palmettogba.com hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 405 of 1330 04/19/2015

www.ngsmedicare.com		
www.palmettogba.com/medicare		
www.cob.cms.hhs.gov		
www.oig.hhs.gov		
www.keproqio.com		
www.isdh.in.gov		
www.aha.org		
www.abms.org		
www.AAAASF.org		
www.cap.org		
www.aaahc.org		
www.jointcommission.org		
www.isdh.in.gov		

Page 406 of 1330 04/19/2015

IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	Complaints about my care or services
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions
IN	Indiana	General health & health conditions

Page 407 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

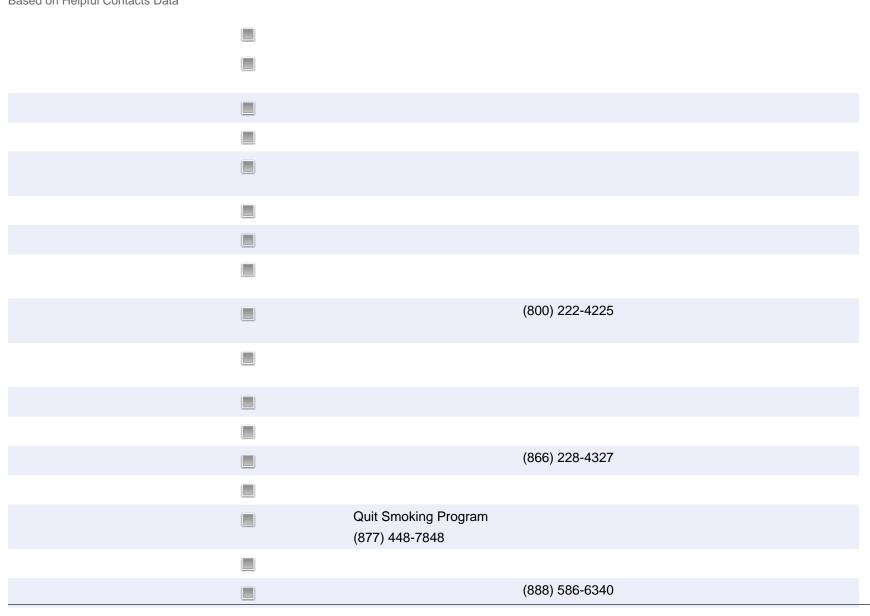
Page 408 of 1330 04/19/2015

QIO - Quality Improvement Organization (Quality Innovation Network)	atom Alliance	(901) 682-0381
Ombudsman	Division of Aging	(317) 232-7134
Medicaid - Report Fraud	Family and Social Services Administration	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-West	(312) 886-2359
ESRD End-Stage Renal Disease Networks	The Renal Network - Network 9/10	(317) 257-8265
Nursing Home State Survey Agency	Department of Health of Indiana - Long Term Care Division	(317) 233-7289
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality	

Page 409 of 1330 04/19/2015

	(800) 528-2655
	(800) 622-4484
	(800) 403-0864
(312) 353-5693	
	(800) 456-6919
	(800) 246-8909
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295

Page 410 of 1330 04/19/2015



Page 411 of 1330 04/19/2015

(800) 242-8721	ReportFraud@fssa.IN.gov
	info@nw10.esrd.net
(317) 234-3192	krhoades@isdh.in.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Page 412 of 1330 04/19/2015

www.qsource.org		
www.in.gov/fssa/da		
http://www.in.gov/fssa/2385.htm		
www.medicareappeal.com		
www.hhs.gov/ocr		
www.therenalnetwork.org		
www.isdh.in.gov		
www.nia.nih.gov		
www.kidney.niddk.nih.gov		
www.aakp.org		
www.kidneyfund.org		
www.cancer.org		
http://www.americanheart.org/		
www.cancer.gov		
www.irs.gov		
www.ahrq.gov		

Page 413 of 1330 04/19/2015

IN	Indiana	General health & health conditions
IN	Indiana	Health care facilities & services in my area
IN	Indiana	Health care facilities & services in my area
IN	Indiana	Health care facilities & services in my area
IN	Indiana	Health care facilities & services in my area
IN	Indiana	Health care facilities & services in my area
IN	Indiana	Help with my Medicare options & issues
IN	Indiana	Help with my Medicare options & issues
IN	Indiana	Help with my Medicare options & issues
IN	Indiana	Help with my Medicare options & issues
IN	Indiana	Help with my Medicare options & issues
IN	Indiana	Help with my Medicare options & issues
IN	Indiana	Other insurance programs
IN	Indiana	Other insurance programs

Page 414 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Page 415 of 1330 04/19/2015

	(AHRQ)	
Negaratization Englishment	· · · · ·	(040) 000 0040
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Indiana Primary Health Care Association	(317) 630-0845
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Hoosier Healthwise	
State Hospice Organization	Hospice and Palliative Care Organization of Indiana	(317) 464-5145
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Chicago Regional Office	(312) 353-7180
State Department of Insurance	Indiana Department of Insurance - Consumer Service Division	(317) 232-2395
SHIP State Health Insurance Assistance Program	State Health Insurance Assistance Program (SHIP)	(765) 608-2318
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800

Page 416 of 1330 04/19/2015

		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 403-0864
		(866) 254-1910
		(800) 772-1213
Additional Email:	(312) 751-4701	(877) 772-5772
medicare.railroad@palmettogba.com	(312) 131-4101	(011) 112-3112
		(800) 633-4227
		(800) 622-4461
		(800) 452-4800
		(877) 543-7669
	(202) 606-2532	(888) 767-6738

Page 417 of 1330 04/19/2015

7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 (800) 878-5707

Page 418 of 1330 04/19/2015

based on Fielpidi Gontacis Bata	
	info@indianapca.org
	lce@aarp.org
	njshc@cybernex.net
(888) 855-3838	
	info@hospicefed.org
	javerplaetse@rrb.gov
	doi@state.in.us
	cstclair@doi.state.in.us
	retire@opm.gov

Page 419 of 1330 04/19/2015

www.kidney.org
http://www.indianapca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
www.indianamedicaid.com
www.ihpco.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.in.gov/idoi
www.medicare.in.gov
www.insurekidsnow.gov
www.opm.gov\retire

Page 420 of 1330 04/19/2015

IN	Indiana	Other insurance programs
IN	Indiana	Other insurance programs
IN	Indiana	Other insurance programs
IN	Indiana	Other insurance programs
IN	Indiana	Other insurance programs
IN	Indiana	Other insurance programs
KS	Kansas	Claims & billing
KS	Kansas	Claims & billing
KS	Kansas	Claims & billing
KS	Kansas	Claims & billing
KS	Kansas	Claims & billing
KS	Kansas	Claims & billing
KS	Kansas	Claims & billing
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services

Page 421 of 1330 04/19/2015

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Page 422 of 1330 04/19/2015

Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Indiana State Department of Health	(317) 233-1325
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Family and Social Services Administration of Indiana	(317) 233-4454
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Blue Cross Blue Shield of Kansas	
Carrier	Blue Cross Blue Shield of Kansas	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Department of Aging and Disability Services	(785) 296-4986
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600

Page 423 of 1330 04/19/2015

	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 403-0864
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(855) 408-8557
(785) 291-3167	(800) 842-0078
	(800) 424-4301
	(866) 275-2267

Page 424 of 1330 04/19/2015

Jurisdiction D 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 425 of 1330 04/19/2015



Page 426 of 1330 04/19/2015

http://owcp.dol.acs-inc.com http://www.in.gov/isdh www.hud.gov http://www.in.gov/fssa/ www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.oig.hhs.gov www.keproqio.com http://www.ksadrc.org/ www.aha.org www.abms.org

Page 427 of 1330 04/19/2015

KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
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KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	Complaints about my care or services
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions

Page 428 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Page 429 of 1330 04/19/2015

American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Aging and Disability Services	(785) 296-4986
QIO - Quality Improvement Organization (Quality Innovation Network)	Great Plains Quality Innovation Network	(402) 476-1399
Ombudsman	Long Term Care Ombudsman of Kansas	(785) 296-3017
Medicaid - Report Fraud	Kansas Health Policy Authority	(785) 296-2215
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Iowa, Kansas, Missouri, and Nebraska	(816) 426-7276
ESRD End-Stage Renal Disease Networks	ESRD Network #12	(816) 880-9990
Nursing Home State Survey Agency	Department of Aging and Disability Services	(785) 296-4986
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases	(301) 654-4415

Page 430 of 1330 04/19/2015

based on Helpful Contacts Data		
		(888) 545-5222
		(800) 323-4040
	(785) 291-3167	(800) 842-0078
		(844) 877-0464
		(877) 662-8362
		(888) 428-8436
	(816) 426-7065	
		(800) 444-9965
	(785) 291-3167	(800) 432-3535
		(800) 222-2225
		(800) 749-2257
		(800) 891-5390

Page 431 of 1330 04/19/2015

(800) 222-4225

Page 432 of 1330 04/19/2015

	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	www.mail@aging.ks.gov
	ltco@da.ks.gov
(800) 242-8721	
	jhalvers@os.dhhs.gov
	info@nw12.esrd.net
	wwwmail@kdads.ks.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov

Page 433 of 1330 04/19/2015

www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.jointeonimission.org
http://www.ksadrc.org/
www.cimronebraska.org
kanagaamhudaman ka gay
kansasombudsman.ks.gov
http://ag.ks.gov/contact-us
www.medicareappeal.com
www.hhs.gov/ocr
www.heartlandkidney.org
http://www.ksadrc.org/
· ·
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov

Page 434 of 1330 04/19/2015

KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	General health & health conditions
KS	Kansas	Health care facilities & services in my area
KS	Kansas	Health care facilities & services in my area
KS	Kansas	Health care facilities & services in my area
KS	Kansas	Health care facilities & services in my area
KS	Kansas	Health care facilities & services in my area
KS	Kansas	Help with my Medicare options & issues
KS	Kansas	Help with my Medicare options & issues
KS	Kansas	Help with my Medicare options & issues

Page 435 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Page 436 of 1330 04/19/2015

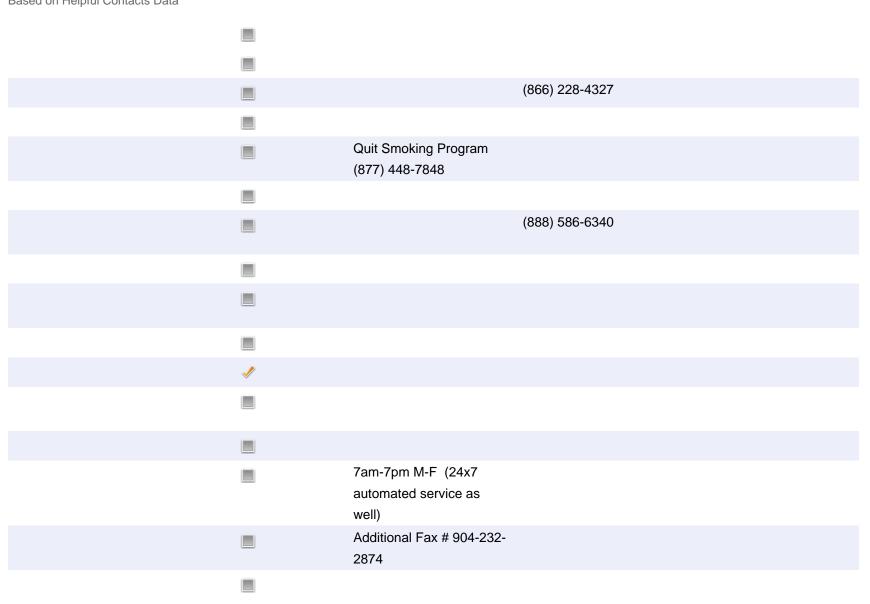
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American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Association for the Medically Underserved of Kansas	(785) 233-8483
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	HealthWave Program	
State Hospice Organization	Hospice Association of Kansas	(316) 207-1764
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	

Page 437 of 1330 04/19/2015

		(800) 633-4227
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 772-1213
		(800) 792-4884
		(800) 367-6274
		(800) 677-1116
		(800) 622-9010
		(800) 358-9295
		(800) 829-1040
		(800) 422-6237
		(800) 242-8721
		(800) 227-2345
		(800) 638-8299

Page 438 of 1330 04/19/2015



Page 439 of 1330 04/19/2015

(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	charding@kspca.org
	lce@aarp.org
	njshc@cybernex.net
	kansashospices@gmail.com
	javerplaetse@rrb.gov

Page 440 of 1330 04/19/2015

www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.kamuonline.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.ksresourceguide.org/healthwave.htm
www.khpco.org
www.socialsecurity.gov
www.rrb.gov

Page 441 of 1330 04/19/2015

KS	Kansas	Help with my Medicare options & issues
KS	Kansas	Help with my Medicare options & issues
KS	Kansas	Help with my Medicare options & issues
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KS	Kansas	Other insurance programs
KY	Kentucky	Claims & billing
KY	Kentucky	Claims & billing
KY	Kentucky	Claims & billing
KY	Kentucky	Claims & billing
KY	Kentucky	Claims & billing
KY	Kentucky	Claims & billing

Page 442 of 1330 04/19/2015

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Page 443 of 1330 04/19/2015

CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Kansas City Regional Office	(816) 426-5233
State Department of Insurance	Insurance Department of Kansas	(785) 296-7850
SHIP State Health Insurance Assistance Program	Senior Health Insurance Counseling for Kansas (SHICK)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Department of Aging and Disability Services	(785) 296-4986
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	DCR (Fomerly Department of Social and Rehabilitation Services of Kansas)	(785) 296-3981
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	National Government Services	
Carrier	National Government Services	

Page 444 of 1330 04/19/2015

(800) 432-2484 (800) 860-5260 (877) 543-7669 (202) 606-2532 (888) 767-6738 (800) 638-7072 (800) 432-3535 (202) 708-1455 (800) 569-4287 (800) 766-9012 (800) 827-1000 (800) 633-4227 (888) 355-9165 (800) 633-4227 (855) 797-2627 (855) 798-2627 (800) 633-4227 (800) 633-4227

Page 445 of 1330 04/19/2015



Page 446 of 1330 04/19/2015

Dased of Freigital Contacts Data	
	commissioner@ksinsurance.org
	wwwmail@aging.ks.gov
	retire@opm.gov
	wwwmail@aging.ks.gov
	medicare.railroad@palmettogba.com

Page 447 of 1330 04/19/2015

www.cms.gov http://www.ksinsurance.org/ http://www.kdads.ks.gov/SHICK/shick_index.html www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com www.agingkansas.org www.hud.gov www.kdheks.gov www.va.gov www.defense.gov www.ngsmedicare.com www.palmettogba.com/medicare www.cob.cms.hhs.gov

Page 448 of 1330 04/19/2015

KY	Kentucky	Claims & billing
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
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KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services

Page 449 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Page 450 of 1330 04/19/2015

OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Office of the Inspector General of Kentucky - Division of Community Health Services	(502) 564-6511
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Office of the Inspector General of Kentucky - Division of Community Health Services	(502) 564-7963
QIO - Quality Improvement Organization (Quality Innovation Network)	atom Alliance	(901) 682-0381
Ombudsman	Office of Aging Services of Kentucky	(502) 564-6930
Medicaid - Report Fraud	Department of Medicaid Services	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210

Page 451 of 1330 04/19/2015

Based of Freighti Contacts Bata		
		(800) 447-8477
		(844) 430-9504
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 635-6290
		(800) 528-2655
		(800) 372-2991
	(800) 627-4702	(800) 372-2970

Page 452 of 1330 04/19/2015



Page 453 of 1330 04/19/2015

hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org (800) 242-8721

Page 454 of 1330 04/19/2015

www.oig.hhs.gov
www.keproqio.com
www.chfs.ky.gov/os/oig.htm
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.chfs.ky.gov/os/oig.htm
www.qsource.org
http://chfs.ky.gov/dail/kltcop.htm
http://chfs.ky.gov/dms/Program+Integrity.htm
www.medicareappeal.com

Page 455 of 1330 04/19/2015

KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	Complaints about my care or services
KY	Kentucky	General health & health conditions
KY	Kentucky	General health & health conditions
KY	Kentucky	General health & health conditions
KY	Kentucky	General health & health conditions
KY	Kentucky	General health & health conditions
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KY	Kentucky	General health & health conditions
KY	Kentucky	General health & health conditions
KY	Kentucky	General health & health conditions
KY	Kentucky	Health care facilities & services in my area
KY	Kentucky	Health care facilities & services in my area
KY	Kentucky	Health care facilities & services in my area
KY	Kentucky	Health care facilities & services in my area

Page 456 of 1330 04/19/2015

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Page 457 of 1330 04/19/2015

Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
ESRD End-Stage Renal Disease Networks	The Renal Network - Network 9/10	(317) 257-8265
Nursing Home State Survey Agency	Office of Inspector General of Kentucky	(502) 564-7963
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association, Inc. of Kentucky	(502) 227-4379
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Kentucky Children Health Insurance Program	(502) 564-6890

Page 458 of 1330 04/19/2015

	(800) 456-6919
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
502-227-4388 - They have two local numbers	
	(800) 677-1116
	(800) 367-6274
	(877) 524-4718

Page 459 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 Quit Smoking Program (877) 448-7848 (888) 586-6340

Page 460 of 1330 04/19/2015

	info@nw10.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
(800) 662-5397	

Page 461 of 1330 04/19/2015

www.hhs.gov/ocr www.therenalnetwork.org www.chfs.ky.gov/os/oig.htm www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.kypca.net/ www.aarp.org/LCE www.selfhelpgroups.org kidshealth.ky.gov

Page 462 of 1330 04/19/2015

KY	Kentucky	Health care facilities & services in my area
KY	Kentucky	Help with my Medicare options & issues
KY	Kentucky	Help with my Medicare options & issues
KY	Kentucky	Help with my Medicare options & issues
KY	Kentucky	Help with my Medicare options & issues
KY	Kentucky	Help with my Medicare options & issues
KY	Kentucky	Help with my Medicare options & issues
KY	Kentucky	Other insurance programs
KY	Kentucky	Other insurance programs
KY	Kentucky	Other insurance programs
KY	Kentucky	Other insurance programs
KY	Kentucky	Other insurance programs
KY	Kentucky	Other insurance programs
KY	Kentucky	Other insurance programs

Page 463 of 1330 04/19/2015

insurance.
To find a hospice program in my area.
Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.
(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.
General Medicare information, ordering Medicare booklets, and information about health plans.
Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.
Medigap Policies
Personalized health insurance counseling
Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.

Page 464 of 1330 04/19/2015

Program State Hospice Organization Hospice and Palliative Care Association of Kentucky SSA -- Social Security Administration Social Security Administration RRB -- Railroad Retirement Board Railroad Retirement Board 1-800-MEDICARE 1-800-MEDICARE CMS RO - Centers for Medicare & Medicaid Services CMS, Atlanta Regional Office (404) 562-7500 Regional Office Department of Insurance of Kentucky State Department of Insurance (502) 564-3630 SHIP -- State Health Insurance Assistance Program State Health Insurance Assistance Program (502) 564-6930 (SHIP) CHIP -- Insure Kids Now Children's Health Insurance Program Office of Personnel Management (202) 606-1800 Office of Personnel Management Federal Black Lung Program Federal Black Lung Program State Health Departments Kentucky Cabinet for Health and Family (502) 564-3970 Services HUD -- U.S. Department of Housing U.S. Department of Housing and Urban (202) 708-1112 Development (HUD) Cabinet for Health Services of Kentucky (502) 564-4321 State Medical Assistance Office Department of Veterans Affairs Department of Veterans Affairs

Page 465 of 1330 04/19/2015

·		
		(888) 322-7317
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 595-6053
		(877) 293-7447
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
		(800) 635-2570
		(800) 827-1000

Page 466 of 1330 04/19/2015



Page 467 of 1330 04/19/2015

hospice@kah.org
in and a trace of the
javerplaetse@rrb.gov
jackieg.duvall@ky.gov
jackieg.duvall@ky.gov
jackieg.duvall@ky.gov
jackieg.duvall@ky.gov retire@opm.gov

Page 468 of 1330 04/19/2015

www.kah.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
insurance.ky.gov
http://www.chfs.ky.gov/dail/ship.htm
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.chs.ky.gov/
www.hud.gov
www.chfs.ky.gov
www.va.gov

Page 469 of 1330 04/19/2015

KY	Kentucky	Other insurance programs
LA	Louisiana	Claims & billing
LA	Louisiana	Claims & billing
LA	Louisiana	Claims & billing
LA	Louisiana	Claims & billing
LA	Louisiana	Claims & billing
LA	Louisiana	Claims & billing
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services

Page 470 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an

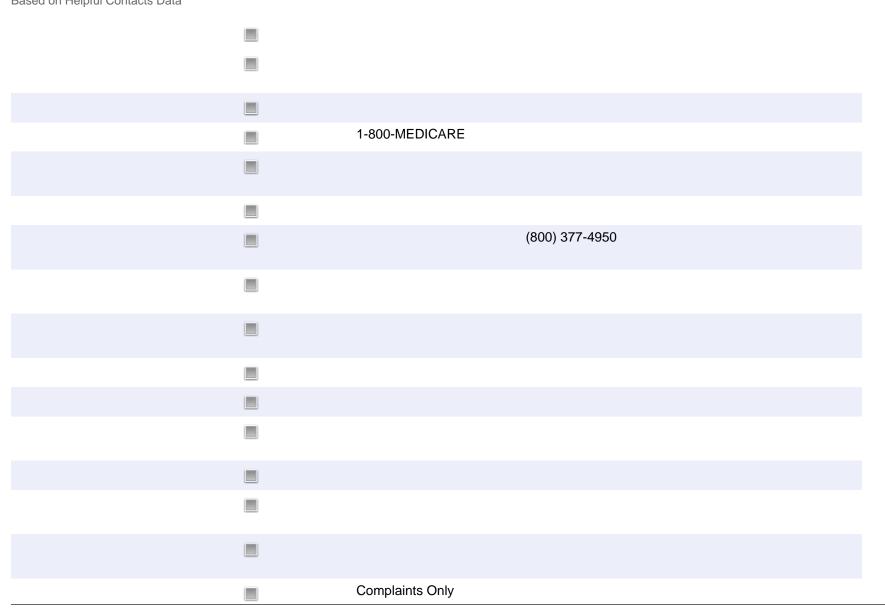
Page 471 of 1330 04/19/2015

Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Novitas Solutions, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Louisiana of Department of Health and Hospital	(225) 342-0138
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare	Joint Commission on Accreditation of	(630) 792-5800
Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
Home Health Agency	Louisiana Department of Health and Hospital	(225) 342-9500

Page 472 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(888) 810-1819
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 327-3419

Page 473 of 1330 04/19/2015



Page 474 of 1330 04/19/2015

medicare.railroad@palmettogba.com
hhstips@oig
info@aaaasf.org or reception@aaaasf.org
media@cap.org
info@aaahc.org

Page 475 of 1330 04/19/2015

www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.novitas-solutions.com www.oig.hhs.gov www.keprogio.com www.dhh.louisiana.gov www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.dhh.louisiana.gov

Page 476 of 1330 04/19/2015

LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	Complaints about my care or services
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions

Page 477 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 478 of 1330 04/19/2015

QIO - Quality Improvement Organization (Quality Innovation Network)	Quality Insights Quality Innovation Network	(304) 346-9864
Ombudsman	Long Term Care Ombudsman of Louisiana	(225) 342-7100
Medicaid - Report Fraud	Department of Health and Hospitals	(225) 342-0138
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas	(214) 767-4056
ESRD End-Stage Renal Disease Networks	FMQAI-ESRD Newtwork 13	(405) 942-6000
Nursing Home State Survey Agency	Louisiana of Department of Health and Hospital	(225) 342-0138
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 479 of 1330 04/19/2015

	(866) 632-0922
	(800) 660-0488
(214) 767-8940	
	(800) 472-8664
(225) 219-2404	(888) 810-1819
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237

Page 480 of 1330 04/19/2015



Page 481 of 1330 04/19/2015

	elderlyaffairs@goea.la.gov
(800) 242-8721	hss.mail@la.gov

	Lduval@nw13.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 482 of 1330 04/19/2015

www.qualityinsights-qin.org
goea.louisiana.gov
http://www.dhh.louisiana.gov/
www.medicareappeal.com
www.hhs.gov/ocr
www.network13.org
www.dhh.louisiana.gov
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov

Page 483 of 1330 04/19/2015

LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	General health & health conditions
LA	Louisiana	Health care facilities & services in my area
LA	Louisiana	Health care facilities & services in my area
LA	Louisiana	Health care facilities & services in my area
LA	Louisiana	Health care facilities & services in my area
LA	Louisiana	Health care facilities & services in my area
LA	Louisiana	Help with my Medicare options & issues
LA	Louisiana	Help with my Medicare options & issues
LA	Louisiana	Help with my Medicare options & issues
LA	Louisiana	Help with my Medicare options & issues
LA	Louisiana	Help with my Medicare options & issues
LA	Louisiana	Help with my Medicare options & issues
LA	Louisiana	Other insurance programs

Page 484 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Page 485 of 1330 04/19/2015

Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Louisiana Primary Care Association	(225) 927-7662
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	LaCHIP	
State Hospice Organization	Louisiana and Mississippi Hospice Organization	(504) 945-2414
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Dallas Regional Office	(214) 767-6423
State Department of Insurance	Department of Insurance of Louisiana	(225) 342-5900
SHIP State Health Insurance Assistance Program	Senior Health Insurance Information Program (SHIIP)	(225) 342-5301
CHIP Insure Kids Now	Children's Health Insurance Program	

Page 486 of 1330 04/19/2015

		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(866) 955-7662
		(800) 677-1116
		(800) 367-6274
		(877) 252-2447
		(888) 546-1500
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 259-5301
		(800) 259-5300
		(877) 543-7669

Page 487 of 1330 04/19/2015

(888) 586-6340 (800) 220-5404 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 **/**

Page 488 of 1330 04/19/2015

ahrqpubs@ahrq.gov
lpca@lpca.net
lce@aarp.org
njshc@cybernex.net
jboudreaux@Imhpco.org
javerplaetse@rrb.gov
vdufrene@Idi.state.la.us

Page 489 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.lpca.net/main4/home/
www.aarp.org/LCE
www.selfhelpgroups.org
www.medicaid.la.gov
www.lmhpco.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.ldi.la.gov
www.ldi.la.gov/SHIIP
www.insurekidsnow.gov

Page 490 of 1330 04/19/2015

LA	Louisiana	Other insurance programs
LA	Louisiana	Other insurance programs
LA	Louisiana	Other insurance programs
LA	Louisiana	Other insurance programs
LA	Louisiana	Other insurance programs
LA	Louisiana	Other insurance programs
LA	Louisiana	Other insurance programs
MA	Massachusetts	Claims & billing
MA	Massachusetts	Claims & billing
MA	Massachusetts	Claims & billing
MA	Massachusetts	Claims & billing
MA	Massachusetts	Claims & billing
MA	Massachusetts	Claims & billing
MA	Massachusetts	Claims & billing
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services

Page 491 of 1330 04/19/2015

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Page 492 of 1330 04/19/2015

Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Louisiana Department of Health and Hospital	(225) 342-9500
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Louisiana Department of Health and Hospital	(855) 229-6848
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Associated Hospital Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Associated Hospital Services	
Carrier	National Heritage Insurance Company	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Public Health of Massachusetts - Division of Health Care Quality	(617) 753-8000

Page 493 of 1330 04/19/2015

(20)	02) 606-2532	(888) 767-6738
		(800) 638-7072
		(855) 229-6848
(20)	02) 708-1455	(800) 569-4287
		(888) 342-6207
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
(85:	55) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477
		(866) 815-5440
		(800) 462-5540

Page 494 of 1330 04/19/2015

(800) 878-5707 Jurisdiction A 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950 (866) 868-2289

Page 495 of 1330 04/19/2015

retire@opm.gov

(077) 050 0447	La calla ella ca
(877) 252-2447	bayouhealth@la.gov
	medicare.railroad@palmettogba.com
	medicare@bcbsme.com
	hhstips@oig

Page 496 of 1330 04/19/2015

www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.dhh.louisiana.gov
www.hud.gov
www.medicaid.dhh.louisiana.gov
www.va.gov
www.defense.gov
www.medicarenhic.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.oig.hhs.gov
www.state.ma.us/dph

Page 497 of 1330 04/19/2015

MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	Complaints about my care or services
MA	Massachusetts	General health & health conditions

Page 498 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people.

Page 499 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

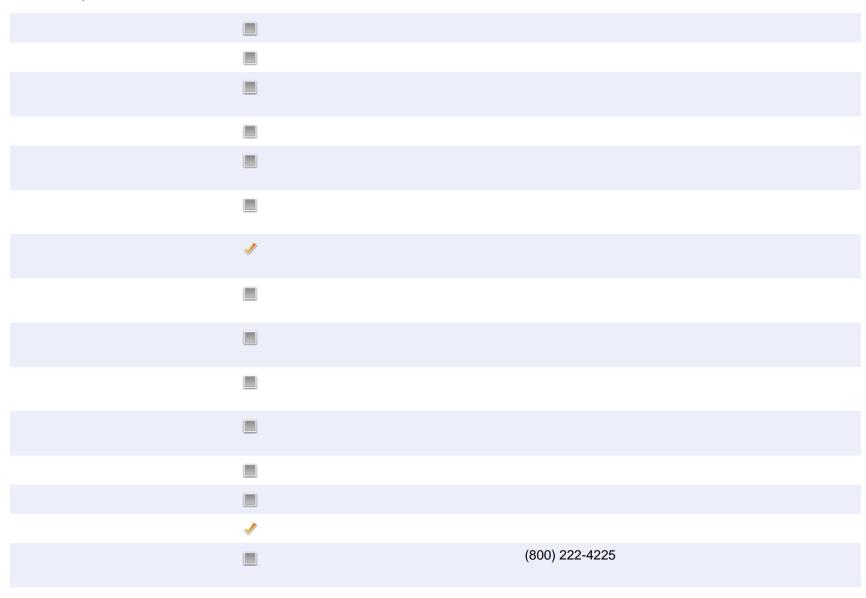
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American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Massachusetts Department of Public Health	(617) 753-8000
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthCentric Advisors	(401) 528-3200
Ombudsman	Executive Office of Elder Affairs of Massachusetts	(617) 727-7750
Medicaid - Report Fraud	Office of Medicaid	(617) 573-1770
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New England	(617) 565-1340
ESRD End-Stage Renal Disease Networks	ESRD Network of New England - Network 1	(203) 387-9332
Nursing Home State Survey Agency	Massachusetts Department of Public Health	(617) 753-8000
National Institute on Aging Information Center	National Institute on Aging Information Center	

Page 500 of 1330 04/19/2015

Based of Freight Contacts Bata		
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 462-5540
		(800) 243-4636
		(888) 665-9993
	(617) 565-1343	
		(866) 286-3773
		(800) 462-5540
		(800) 222-2225

Page 501 of 1330 04/19/2015



Page 502 of 1330 04/19/2015

based of Freipidi Contacts Data	
	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
(800) 242-8721	
	info@nw1.esrd.net
	niaic@nia.nih.gov

Page 503 of 1330 04/19/2015

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www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.mass.gov/dph
www.healthcentricadvisors.org
www.800ageinfo.com
http://www.massresources.org/pages.cfm?contentID=35&pa
geID=13&subpages=yes&dynamicID=558#fraud
www.medicareappeal.com
www.hhs.gov/ocr
www.networkofnewengland.org
http://www.mass.gov/dph/dhcq
www.nia.nih.gov

Page 504 of 1330 04/19/2015

MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	General health & health conditions
MA	Massachusetts	Health care facilities & services in my area
MA	Massachusetts	Health care facilities & services in my area
MA	Massachusetts	Health care facilities & services in my area
MA	Massachusetts	Health care facilities & services in my area
MA	Massachusetts	Health care facilities & services in my area
MA	Massachusetts	Help with my Medicare options & issues

Page 505 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

Page 506 of 1330 04/19/2015

National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	League of Community Health Centers of Massachusetts	(617) 426-2225
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Massachusetts Children's Health Insurance Program	
State Hospice Organization	Hospice and Palliative Care Federation of Massachusetts	(781) 255-7077
SSA Social Security Administration	Social Security Administration	

Page 507 of 1330 04/19/2015

(800) 891-5390
(800) 749-2257
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 475-8455
(800) 677-1116
(800) 367-6274
(800) 841-2900
(800) 962-2973
(800) 772-1213

Page 508 of 1330 04/19/2015



Page 509 of 1330 04/19/2015

nkudic@info.niddk.nih.gov

(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	massleague@massleague.org
	lce@aarp.org
	njshc@cybernex.net
(800) 841-2900	contactdma@nt.dma.state.ma.us
	info@hospicefed.org

Page 510 of 1330 04/19/2015

www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.massleague.org/ www.aarp.org/LCE www.selfhelpgroups.org www.mass.gov/masshealth www.hospicefed.org www.socialsecurity.gov

Page 511 of 1330 04/19/2015

MA	Massachusetts	Help with my Medicare options & issues
MA	Massachusetts	Help with my Medicare options & issues
MA	Massachusetts	Help with my Medicare options & issues
MA	Massachusetts	Help with my Medicare options & issues
MA	Massachusetts	Help with my Medicare options & issues
MA	Massachusetts	Help with my Medicare options & issues
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MA	Massachusetts	Other insurance programs
MD	Maryland	Claims & billing
MD	Maryland	Claims & billing

Page 512 of 1330 04/19/2015

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Gives information about how to save money on prescriptions through pharmacies, insurance, community agencies, and assistance programs from drug manufacturers. Pharmacists also counsel patients about the right way to take medications.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Page 513 of 1330 04/19/2015

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
Prescription Drug Information	MCPHS Pharmacy Outreadh Program (formerly MassMedLine)	(508) 373-0031
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Boston Regional Office	(617) 565-1232
State Department of Insurance	Commonwealth of Massachusetts	(617) 521-7794
SHIP State Health Insurance Assistance Program	Serving Health Information Needs of Elders (SHINE)	(617) 727-7750
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Massachusetts Department of Public Health	(617) 624-6000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Office of Health and Human Services of Massachusetts	
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600

Page 514 of 1330 04/19/2015

(312) 751-4701	(87
	(312) 751-4701

Additional Email: medicare.railroad@palmettogba.co	(312) 751-4701 om	(877) 772-5772
		(800) 633-4227
		(866) 633-1617
	(617) 521-7490	(877) 563-4467
		(800) 243-4636
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(866) 627-7968
	(202) 708-1455	(800) 569-4287
		(800) 841-2900
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165

Page 515 of 1330 04/19/2015



Page 516 of 1330 04/19/2015

javerplaetse@rrb.gov

doicss.mailbox@state.ma.us
marion.g.aspinall@state.ma.us
retire@opm.gov
mainquiries@unisys.com
medicare.railroad@palmettogba.com

Page 517 of 1330 04/19/2015

www.rrb.gov

www.mcphs.edu pharmacy outreach			
www.cms.gov			
www.mass.gov/doi			
www.800ageinfo.com			
www.insurekidsnow.gov			
www.opm.gov\retire			
http://owcp.dol.acs-inc.com			
www.mass.gov/dph			
www.hud.gov			
www.mass.gov/masshealth			
www.va.gov			
www.defense.gov			
www.medicarenhic.com			
www.palmettogba.com/medicare			

Page 518 of 1330 04/19/2015

MD	Maryland	Claims & billing
MD	Maryland	Claims & billing
MD	Maryland	Claims & billing
MD	Maryland	Claims & billing
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
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MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services

Page 519 of 1330 04/19/2015

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Page 520 of 1330 04/19/2015

RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Highmark Medicare Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Department of Health and Mental Hygiene of Maryland - Office of Health Care Quality	(410) 402-8040
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Health and Mental Hygiene of Maryland - Office of Health Care Quality	(410) 402-8040
QIO - Quality Improvement Organization (Quality Innovation Network)	VHQC	(804) 289-5320
Ombudsman	Maryland Department of Aging -Senior Health Insurance Assistance Program	(410) 767-1100

Page 521 of 1330 04/19/2015

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		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 447-8477
		(844) 455-8708
		(800) 492-6005
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 492-6005
		(800) 243-3425

Page 522 of 1330 04/19/2015



Page 523 of 1330 04/19/2015

-		
		hhstips@oig
		ohcqweb@dhmb.state.md.us
		info@aaaasf.org or reception@aaaasf.org
		media@cap.org
		info@aaahc.org

Page 524 of 1330 04/19/2015

www.cob.cms.hhs.gov www.oig.hhs.gov www.keproqio.com www.dhmh.state.md.us/ohcq/ www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.dhmh.maryland.gov www.vhqc.org www.mdoa.state.md.us

Page 525 of 1330 04/19/2015

MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	Complaints about my care or services
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions
MD	Maryland	General health & health conditions

Page 526 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Page 527 of 1330 04/19/2015

	Health Insurance Assistance Program (SHIP)	
Medicaid - Report Fraud	Department of Health and Mental Hygiene	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-Atlantic	(215) 861-4441
ESRD End-Stage Renal Disease Networks	Mid-Atlantic Renal Coalition - Network 5	(804) 320-0004
Nursing Home State Survey Agency	Maryland Department of Health and Mental Hygiene	(410) 402-8000
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210

Page 528 of 1330 04/19/2015

·		
		(866) 770-7175
	(215) 861-4440	
		(866) 651-6272
		(877) 402-8218
		(800) 222-2225
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010

Page 529 of 1330 04/19/2015

no provider line (800) 735-2258 (800) 222-4225 (866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340

Page 530 of 1330 04/19/2015

(800) 242-8721	healthmd@dhmh.state.md.us
	marc@nw5.esrd.net
	christina.vogeley@maryland.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Page 531 of 1330 04/19/2015

http://dhmh.maryland.gov/SitePages/Home.aspx
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet5.org
www.dhmh.maryland.gov/ohcq
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org

Page 532 of 1330 04/19/2015

MD	Maryland	Health care facilities & services in my area
MD	Maryland	Health care facilities & services in my area
MD	Maryland	Health care facilities & services in my area
MD	Maryland	Health care facilities & services in my area
MD	Maryland	Health care facilities & services in my area
MD	Maryland	Help with my Medicare options & issues
MD	Maryland	Help with my Medicare options & issues
MD	Maryland	Help with my Medicare options & issues
MD	Maryland	Help with my Medicare options & issues
MD	Maryland	Help with my Medicare options & issues
MD	Maryland	Other insurance programs
MD	Maryland	Other insurance programs
MD	Maryland	Other insurance programs
MD	Maryland	Other insurance programs
MD	Maryland	Other insurance programs

Page 533 of 1330 04/19/2015

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

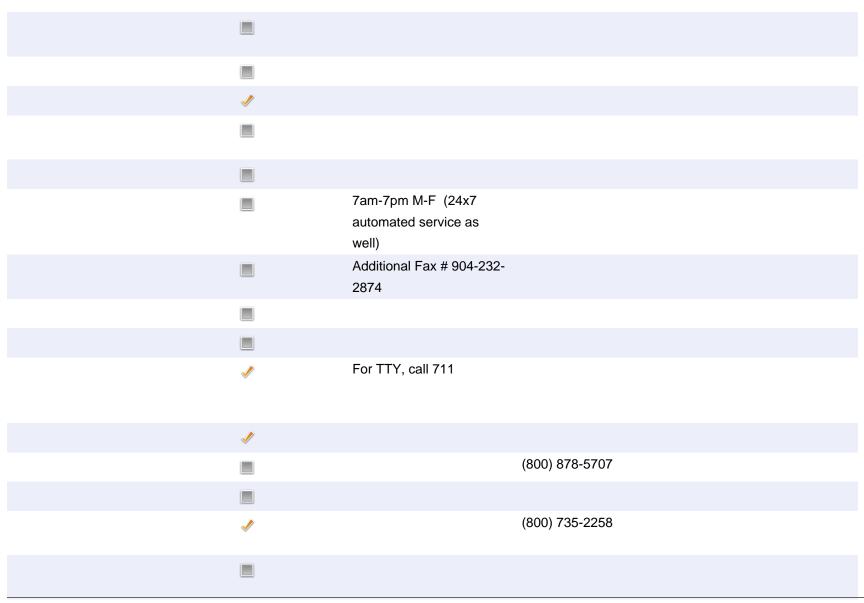
Page 534 of 1330 04/19/2015

Primary Care Association	Mid-Atlantic Association of Community Health Centers	(301) 577-0097
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Maryland Children's Health Insurance Program	(410) 649-0512
State Hospice Organization	Hospice Network of Maryland	(410) 421-5024
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
State Department of Insurance	Insurance Administration of Maryland	(410) 468-2000
SHIP State Health Insurance Assistance Program	Maryland Department of Aging -Senior Health Insurance Assistance Program (SHIP)	(410) 767-1100
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Maryland Department of Health and Mental Hygiene	(410) 767-6860
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112

Page 535 of 1330 04/19/2015

		(800) 677-1116
		(800) 367-6274
		(800) 456-8900
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 735-2258
		(800) 243-3425
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(877) 402-8219
	(202) 708-1455	(800) 569-4287

Page 536 of 1330 04/19/2015



Page 537 of 1330 04/19/2015

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	lce@aarp.org
	njshc@cybernex.net
	ccrabbs@hnmd.org
	javerplaetse@rrb.gov
	webmail@ooa.state.md.us
	retire@opm.gov

Page 538 of 1330 04/19/2015

http://www.machc.com/
www.aarp.org/LCE
www.selfhelpgroups.org
http://mmcp.dhmh.maryland.gov/chp
www.hnmd.org
www.socialsecurity.gov
www.rrb.gov
www.mdinsurance.state.md.us/
http://www.aging.maryland.gov/
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.dhmh.maryland.gov
www.hud.gov

Page 539 of 1330 04/19/2015

MD	Maryland	Other insurance programs
MD	Maryland	Other insurance programs
MD	Maryland	Other insurance programs
ME	Maine	Claims & billing
ME	Maine	Claims & billing
ME	Maine	Claims & billing
ME	Maine	Claims & billing
ME	Maine	Claims & billing
ME	Maine	Claims & billing
ME	Maine	Claims & billing
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services

Page 540 of 1330 04/19/2015

Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not.

Page 541 of 1330 04/19/2015

	Development (HUD)	
State Medical Assistance Office	Department of Health and Mental Hygiene	(410) 767-5800
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Associated Hospital Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Associated Hospital Services	
Carrier	National Heritage Insurance Company	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Health and Human Services of Maine	(207) 287-9300
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000

Page 542 of 1330 04/19/2015

	(800) 456-8900
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(866) 815-5440
	(800) 791-4080
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 543 of 1330 04/19/2015



Page 544 of 1330 04/19/2015

dhrhelp@dhr.state.md.us
medicare.railroad@palmettogba.com
medicare@bcbsme.com
medicare@bcbsme.com
hhstips@oig
THISTIPS @ OIG
info@aaaasf.org or
reception@aaaasf.org
media@cap.org

Page 545 of 1330 04/19/2015

www.dhmh.state.md.us www.va.gov www.defense.gov www.medicarenhic.com www.palmettogba.com/medicare www.cob.cms.hhs.gov www.oig.hhs.gov http://www.maine.gov/dhhs/dlrs/ www.aha.org www.abms.org www.AAAASF.org www.cap.org

Page 546 of 1330 04/19/2015

ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	Complaints about my care or services
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions

Page 547 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Page 548 of 1330 04/19/2015

Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Health and Human Services of Maine	(207) 287-9300
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthCentric Advisors	(401) 528-3200
Ombudsman	Maine Long Term Care Ombudsman program	(207) 621-1079
Medicaid - Report Fraud	Department of Health and Human Services	(207) 287-2409
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New England	(617) 565-1340
ESRD End-Stage Renal Disease Networks	ESRD Network of New England - Network 1	(203) 387-9332
Nursing Home State Survey Agency	Department of Health and Human Services of Maine	(207) 287-9300
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052

Page 549 of 1330 04/19/2015

	(800) 791-4080
	(800) 499-0229
(207) 287-6948	(800) 442-6003
(617) 565-1343	
	(866) 286-3773
	(800) 791-4080
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299

Page 550 of 1330 04/19/2015

Uses Maine Relay # 711 (800) 222-4225

Page 551 of 1330 04/19/2015

	info@aaahc.org
	anne.flanagan@maine.gov
	mltcop@maineombudsman.org
	info@nw1.esrd.net
	Michael.Swan@maine.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

Page 552 of 1330 04/19/2015

www.aaahc.org www.jointcommission.org http://www.maine.gov/dhhs/dlrs/ www.healthcentricadvisors.org www.maineombudsman.org http://www.maine.gov/dhhs/faq.htm#fraud www.medicareappeal.com www.hhs.gov/ocr www.networkofnewengland.org http://www.maine.gov/dhhs/dlrs/ www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org

Page 553 of 1330 04/19/2015

ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	General health & health conditions
ME	Maine	Health care facilities & services in my area
ME	Maine	Health care facilities & services in my area
ME	Maine	Health care facilities & services in my area
ME	Maine	Health care facilities & services in my area
ME	Maine	Health care facilities & services in my area
ME	Maine	Help with my Medicare options & issues
ME	Maine	Help with my Medicare options & issues
ME	Maine	Help with my Medicare options & issues
ME	Maine	Help with my Medicare options & issues

Page 554 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 555 of 1330 04/19/2015

American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Maine	(207) 621-0677
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Maine Care	(207) 287-2674
State Hospice Organization	Hospice Council of Maine	(207) 626-0651
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Boston Regional Office	(617) 565-1232

Page 556 of 1330 04/19/2015

		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 965-7476
		(800) 438-5963
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 557 of 1330 04/19/2015



Page 558 of 1330 04/19/2015

(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	info@mainehospicecouncil.org
	javerplaetse@rrb.gov

Page 559 of 1330 04/19/2015

www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.mepca.org www.aarp.org/LCE www.selfhelpgroups.org http://www.maine.gov/dhhs/mainecare.shtml www.mainehospicecouncil.org www.socialsecurity.gov www.rrb.gov www.cms.gov

Page 560 of 1330 04/19/2015

ME	Maine	Help with my Medicare options & issues
ME	Maine	Help with my Medicare options & issues
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
ME	Maine	Other insurance programs
MI	Michigan	Claims & billing
MI	Michigan	Claims & billing
MI	Michigan	Claims & billing
MI	Michigan	Claims & billing
MI	Michigan	Claims & billing
MI	Michigan	Claims & billing
MI	Michigan	Claims & billing

Page 561 of 1330 04/19/2015

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Page 562 of 1330 04/19/2015

State Department of Insurance	Bureau of Insurance of Maine	(207) 624-8475
SHIP State Health Insurance Assistance Program	Maine State Health Insurance Assistance Program (SHIP)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Maine Department of Health and Human Services	(207) 287-3707
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Maine Department of Health and Human Services	
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Wisconsin Physician Services WPS	
OIG (DHHS) Office of the Inspector General (Department	Department of Health and Human Services -	(202) 619-1343

Page 563 of 1330 04/19/2015

		(800) 300-5000
Call 711 for TTY		(877) 353-3771
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
Eligibility		(800) 977-6740
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477

Page 564 of 1330 04/19/2015



Page 565 of 1330 04/19/2015

Kathy.Poulin@maine.gov
retire@opm.gov
medicare.railroad@palmettogba.com
hhstips@oig

Page 566 of 1330 04/19/2015

www.maine.gov/insurance http://www.maine.gov/dhhs/oes/community/medicareassist.shtml www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com www.state.me.us/dhhs www.hud.gov www.maine.gov/dhhs/bms www.va.gov www.defense.gov www.ngsmedicare.com www.palmettogba.com/medicare www.cob.cms.hhs.gov www.ngsmedicare.com www.oig.hhs.gov

Page 567 of 1330 04/19/2015

MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
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MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services

Page 568 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination.

Page 569 of 1330 04/19/2015

of Health and Human Services)	Office of Inspector General	
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Michigan Department of Licensing and Regulatory Affairs	(517) 241-4160
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	LARA-Department of Licensing and Regulatory Affairs	(517) 241-3830
QIO - Quality Improvement Organization (Quality Innovation Network)	Lake Superior Quality Innovation Network	(952) 853-8536
Ombudsman	Elder Law of Michigan, Inc	(517) 335-1560
Medicaid - Report Fraud	Department of Community Health	(517) 373-3740
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-West	(312) 886-2359

Page 570 of 1330 04/19/2015

	(855) 408-8557
	(800) 882-6006
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 882-6006
	(877) 787-2847
	(866) 485-9393
	(855) 643-7283
(312) 353-5693	

Page 571 of 1330 04/19/2015

Complaints only (888) 864-1212 (800) 627-3529

Page 572 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org bhcsinfo@michigan.gov davism36@michigan.gov

Page 573 of 1330 04/19/2015

www.keproqio.com www.michigan.gov/healthfacilities www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.michigan.gov/bhs www.stratishealth.org http://www.michigan.gov/miseniors http://www.michigan.gov/mdch/0,1607,71322945_42542_42 543_42546_42551220188,00.html www.medicareappeal.com www.hhs.gov/ocr

Page 574 of 1330 04/19/2015

MI	Michigan	Complaints about my care or services
MI	Michigan	Complaints about my care or services
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	General health & health conditions
MI	Michigan	Health care facilities & services in my area
MI	Michigan	Health care facilities & services in my area
MI	Michigan	Health care facilities & services in my area
MI	Michigan	Health care facilities & services in my area

Page 575 of 1330 04/19/2015

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Page 576 of 1330 04/19/2015

ESRD End-Stage Renal Disease Networks	Renal Disease Network of the Upper Midwest, Inc Network 11	(651) 644-9877
Nursing Home State Survey Agency	LARA-Department of Licensing and Regulatory Affairs	(517) 241-4712
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Michigan	(517) 381-8000
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	MIChild	

Page 577 of 1330 04/19/2015

(800) 973-3773
(800) 882-6006
(800) 222-2225
(800) 891-5390
(800) 749-2257
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 752-7268
(800) 677-1116
(800) 367-6274
(888) 988-6300

Page 578 of 1330 04/19/2015



Page 579 of 1330 04/19/2015

info@nw11.esrd.net

bhcsinfo@michigan.gov

niaic@nia.nih.gov

nkudic@info.niddk.nih.gov

(866) 300-2900 helpline@akfinc.org

(800) 242-8721 inqueries@heart.org

cancergovstaff@mail.nih.gov

ahrqpubs@ahrq.gov

info@mpca.net

Ice@aarp.org

njshc@cybernex.net

(888) 988-6300

Page 580 of 1330 04/19/2015

esrdnet11.org

www.michigan.gov/bhs
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.mpca.net/
www.aarp.org/LCE
www.selfhelpgroups.org
www.michigan.gov.

Page 581 of 1330 04/19/2015

MI	Michigan	Health care facilities & services in my area
MI	Michigan	Help with my Medicare options & issues
MI	Michigan	Help with my Medicare options & issues
MI	Michigan	Help with my Medicare options & issues
MI	Michigan	Help with my Medicare options & issues
MI	Michigan	Help with my Medicare options & issues
MI	Michigan	Help with my Medicare options & issues
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs
MI	Michigan	Other insurance programs

Page 582 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Page 583 of 1330 04/19/2015

State Hospice Organization	Hospice and Palliative Care Organization of Michigan	(517) 803-2500
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Chicago Regional Office	(312) 353-7180
State Department of Insurance	Department of Insurance and Financial Services	(517) 373-0220
SHIP State Health Insurance Assistance Program	MMAP, Inc.	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Michigan Department Community Health	(517) 373-3740
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Michigan Department Community Health	(517) 373-3740
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 584 of 1330 04/19/2015

		(800) 772-1213
Additional Email: medicare.railroad@palmettog	(312) 751-4701 gba.com	(877) 772-5772
		(800) 633-4227
		(877) 999-6442
		(800) 803-7174
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 642-3195
	(202) 708-1455	(800) 569-4287
		(800) 642-3195
		(800) 827-1000

Page 585 of 1330 04/19/2015



Page 586 of 1330 04/19/2015

mihospice@mihospice.org	
javerplaetse@rrb.gov	
retire@opm.gov	

Page 587 of 1330 04/19/2015

www.mihospice.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.michigan.gov/difs
www.mmapinc.org
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.michigan.gov/mdch
www.hud.gov
www.michigan.gov/mdch
www.va.gov
www.defense.gov

Page 588 of 1330 04/19/2015

MN	Minnesota	Claims & billing
MN	Minnesota	Claims & billing
MN	Minnesota	Claims & billing
MN	Minnesota	Claims & billing
MN	Minnesota	Claims & billing
MN	Minnesota	Claims & billing
MN	Minnesota	Claims & billing
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services

Page 589 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an

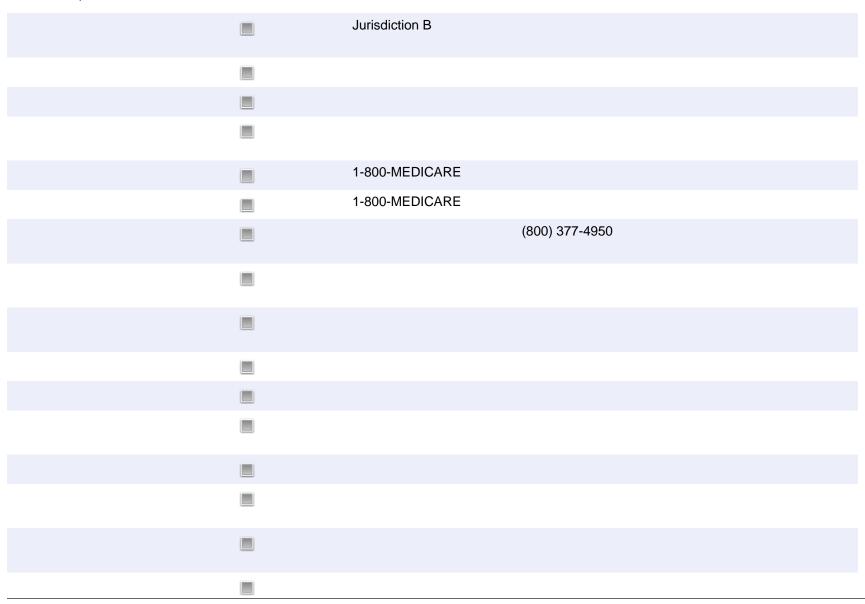
Page 590 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Wisconsin Physician Services WPS	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Office of Health Facility Complaints of Minnesota	(651) 201-4201
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Office of Health Facility Complaints of	(651) 201-4201

Page 591 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(855) 408-8557
	(800) 369-7994
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 369-7994

Page 592 of 1330 04/19/2015



Page 593 of 1330 04/19/2015

medicare.railroad@palmettogba.com hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 594 of 1330 04/19/2015

www.ngsmedicare.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.noridianmedicare.com
www.wpsmedicare.com
www.oig.hhs.gov
www.keproqio.com
www.health.state.mn.us
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.health.state.mn.us

Page 595 of 1330 04/19/2015

MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	Complaints about my care or services
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions

Page 596 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 597 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

	Minnesota				
QIO - Quality Improvement Organization (Quality Innovation Network)	Lake Superior Quality Innovation Network	(952) 853-8536			
Ombudsman	Office of Ombudsman for Long Term Care	(651) 431-2555			
Medicaid - Report Fraud	Department of Human Services	(651) 431-2650			
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210			
Office for Civil Rights	Office for Civil Rights of the Mid-West	(312) 886-2359			
ESRD End-Stage Renal Disease Networks	Renal Disease Network of the Upper Midwest, Inc Network 11	(651) 644-9877			
Nursing Home State Survey Agency	Health Facility Complaints and Provider Compliance Division of Minnesota	(651) 201-4201			
National Institute on Aging Information Center	National Institute on Aging Information Center				
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415			
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100			
American Kidney Fund	American Kidney Fund	(301) 881-3052			
American Cancer Society	American Cancer Society				
American Heart Association	American Heart Association	(214) 570-2000			
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service				

Page 598 of 1330 04/19/2015

	(877) 787-2847
	(800) 657-3591
	(800) 657-3750
(312) 353-5693	
	(800) 973-3773
	(800) 369-7994
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237

Page 599 of 1330 04/19/2015



Page 600 of 1330 04/19/2015

	info@nw11.esrd.net
	ohfc-complaints@health.state.mn.us
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 601 of 1330 04/19/2015

www.stratishealth.org

www.mnaging.org							
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=Latest Released&dDocName=id_000253#							
www.medicareappeal.com							
www.hhs.gov/ocr							
esrdnet11.org							
www.health.state.mn.us							
www.nia.nih.gov							
www.kidney.niddk.nih.gov							
www.aakp.org							
www.kidneyfund.org							
www.cancer.org							
http://www.americanheart.org/							
www.cancer.gov							

Page 602 of 1330 04/19/2015

MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	General health & health conditions
MN	Minnesota	Health care facilities & services in my area
MN	Minnesota	Health care facilities & services in my area
MN	Minnesota	Health care facilities & services in my area
MN	Minnesota	Health care facilities & services in my area
MN	Minnesota	Health care facilities & services in my area
MN	Minnesota	Help with my Medicare options & issues
MN	Minnesota	Help with my Medicare options & issues
MN	Minnesota	Help with my Medicare options & issues
MN	Minnesota	Help with my Medicare options & issues
MN	Minnesota	Help with my Medicare options & issues
MN	Minnesota	Help with my Medicare options & issues
MN	Minnesota	Other insurance programs

Page 603 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Page 604 of 1330 04/19/2015

Internal Revenue Service					
Agency for Healthcare Research and Quality (AHRQ)					
ational Kidney Foundation, Inc.	(212) 889-2210				
innesota Association of Community Health enters	(612) 253-4715				
C longterm care Ombudsman program	(202) 434-2120				
merican Self-Help Clearinghouse	(973) 989-1122				
innesotaCare	(651) 297-3862				
ospice Minnesota	(651) 659-0423				
ocial Security Administration					
ailroad Retirement Board					
800-MEDICARE					
MS, Chicago Regional Office	(312) 353-7180				
epartment of Commerce of Minnesota	(651) 539-1500				
innesota State Health Insurance ssistance Program/Senior LinkAge Line					
goldanir e Commir ir	ency for Healthcare Research and Quality HRQ) tional Kidney Foundation, Inc. Innesota Association of Community Health Inters I longterm care Ombudsman program Inerican Self-Help Clearinghouse InnesotaCare Ispice Minnesota Idial Security Administration Idial Retirement Board Incompact Regional Office Inspire Minnesota				

Page 605 of 1330 04/19/2015

		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
	(800) 627-3529	(800) 657-3672
		(800) 214-9597
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 657-3602
		(800) 333-2433
		(877) 543-7669

Page 606 of 1330 04/19/2015



Page 607 of 1330 04/19/2015

ahrqpubs@ahrq.gov
lce@aarp.org
njshc@cybernex.net
info@hospicemn.org
javerplaetse@rrb.gov
general.commerce@state.mn.us/
senior_linkage@mail.state.mn.us

Page 608 of 1330 04/19/2015

www.irs.gov www.ahrq.gov www.kidney.org www.mnachc.org www.aarp.org/LCE www.selfhelpgroups.org www.minnesotacare411.com www.hospicemn.org www.socialsecurity.gov www.rrb.gov www.cms.gov http://mn.gov/commerce/insurance/root/Contact-Us.jsp www.minnesotahelp.info www.insurekidsnow.gov

Page 609 of 1330 04/19/2015

MN	Minnesota	Other insurance programs					
MN	Minnesota	Other insurance programs					
MN	Minnesota	Other insurance programs					
MN	Minnesota	Other insurance programs					
MN	Minnesota	Other insurance programs					
MN	Minnesota	Other insurance programs					
MN	Minnesota	Other insurance programs					
MO	Missouri	Claims & billing					
MO	Missouri	Claims & billing					
МО	Missouri	Claims & billing					
MO	Missouri	Claims & billing					
MO	Missouri	Claims & billing					
MO	Missouri	Claims & billing					
МО	Missouri	Claims & billing					
МО	Missouri	Complaints about my care or services					
МО	Missouri	Complaints about my care or services					
МО	Missouri	Complaints about my care or services					

Page 610 of 1330 04/19/2015

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Page 611 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

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Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Minnesota Department of Health	(651) 201-5000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of Minnesota - MinnesotaCare	(651) 431-2801
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Novitas Solutions	
Carrier	Medicare Services of Missouri	
Carrier	Blue Cross Blue Shield of Kansas	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Bureau of Health Facility Regulation of Missouri	(573) 751-6303
American Hospital Association	American Hospital Association	(312) 422-3000

Page 612 of 1330 04/19/2015

(202) 606-2532 (888) 767-6738 (800) 638-7072 (888) 345-0823 (202) 708-1455 (800) 569-4287 (800) 657-3672 (800) 827-1000 (888) 355-9165 (800) 633-4227 (855) 797-2627 (855) 798-2627 (800) 633-4227 (800) 633-4227 (800) 633-4227 (800) 447-8477 (855) 408-8557 (800) 735-2466 (800) 424-4301

Page 613 of 1330 04/19/2015

(800) 878-5707 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 614 of 1330 04/19/2015

retire@opm.gov

medicare.railroad@palmettogba.com
hhstips@oig

Page 615 of 1330 04/19/2015

www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.health.state.mn.us www.hud.gov http://www.dhs.state.mn.us/ www.va.gov www.defense.gov www.palmettogba.com/medicare www.cob.cms.hhs.gov www.ngsmedicare.com www.momedicare.com www.oig.hhs.gov www.keproqio.com www.dhss.mo.gov www.aha.org

Page 616 of 1330 04/19/2015

MO	Missouri	Complaints about my care or services
МО	Missouri	Complaints about my care or services
MO	Missouri	Complaints about my care or services
МО	Missouri	Complaints about my care or services
МО	Missouri	Complaints about my care or services
MO	Missouri	Complaints about my care or services
МО	Missouri	Complaints about my care or services
MO	Missouri	Complaints about my care or services
MO	Missouri	Complaints about my care or services
МО	Missouri	Complaints about my care or services
МО	Missouri	Complaints about my care or services
MO	Missouri	Complaints about my care or services
MO	Missouri	Complaints about my care or services
МО	Missouri	General health & health conditions

Page 617 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Page 618 of 1330 04/19/2015

American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory	American Association for Accreditation of	(847) 775-1970
Surgical Facilities	Ambulatory Surgical Facilities	(047) 770-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Bureau of Home Care & Rehabilitative Standards within the Missouri Department of Health	(573) 751-6336
QIO - Quality Improvement Organization (Quality Innovation Network)	TMF	(512) 329-6610
Ombudsman	Long Term Care Ombudsman of Missouri	(573) 526-0727
Medicaid - Report Fraud	Department of Social Services	(573) 751-7192
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Iowa, Kansas, Missouri, and Nebraska	(816) 426-7276
ESRD End-Stage Renal Disease Networks	ESRD Network #12	(816) 880-9990
Nursing Home State Survey Agency	Elder Abuse and Neglect Hotline of Missouri	(573) 751-4842
National Institute on Aging Information Center	National Institute on Aging Information Center	

Page 619 of 1330 04/19/2015

Saboa of Froipial Software Sata		
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 725-9216
		(800) 309-3282
		(800) 286-3932
	(816) 426-7065	
		(800) 444-9965
		(800) 392-0210
		(800) 222-2225

Page 620 of 1330 04/19/2015

(877) 486-2048 (800) 222-4225

Page 621 of 1330 04/19/2015

based on Helpful Contacts Data	
	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	lisa.coots@dhss.mo.gov
	ltcombudsman@dhss.mo.gov
	jhalvers@os.dhhs.gov
	info@nw12.esrd.net
	niaic@nia.nih.gov

Page 622 of 1330 04/19/2015

www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.health.mo.gov/safety/homecare
www.tmf.org
http://health.mo.gov/seniors/Ombudsman/
http://www.dss.mo.gov/mhd/general/pages/rptfraud.htm
www.medicareappeal.com
www.hhs.gov/ocr
www.heartlandkidney.org
www.health.mo.gov
www.nia.nih.gov

Page 623 of 1330 04/19/2015

MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	General health & health conditions
MO	Missouri	Health care facilities & services in my area
MO	Missouri	Health care facilities & services in my area
MO	Missouri	Health care facilities & services in my area
MO	Missouri	Health care facilities & services in my area
MO	Missouri	Health care facilities & services in my area
MO	Missouri	Help with my Medicare options & issues

Page 624 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

Page 625 of 1330 04/19/2015

American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Coalition for Primary Health Care of Missouri - Primary Care Association of Missouri	(573) 636-4222
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	MO Health Net Division	(573) 751-3221
State Hospice Organization	Hospice and Palliative Care Association of Missouri	(573) 634-5514
SSA Social Security Administration	Social Security Administration	

Page 626 of 1330 04/19/2015

(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 677-1116
(800) 367-6274
(888) 275-5908
(800) 772-1213

Page 627 of 1330 04/19/2015



Page 628 of 1330 04/19/2015

nkudic@info.niddk.nih.gov	
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	Tikuaic@iiiio.maak.tiiii.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net

Page 629 of 1330 04/19/2015

www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.mo-pca.org/ www.aarp.org/LCE www.selfhelpgroups.org http://www.dss.mo.gov/ mohospice.org www.socialsecurity.gov

Page 630 of 1330 04/19/2015

MO	Missouri	Help with my Medicare options & issues
МО	Missouri	Help with my Medicare options & issues
МО	Missouri	Help with my Medicare options & issues
МО	Missouri	Help with my Medicare options & issues
МО	Missouri	Help with my Medicare options & issues
MO	Missouri	Other insurance programs
МО	Missouri	Other insurance programs
МО	Missouri	Other insurance programs
МО	Missouri	Other insurance programs
МО	Missouri	Other insurance programs
МО	Missouri	Other insurance programs
MO	Missouri	Other insurance programs
MO	Missouri	Other insurance programs
MP	Northern Mariana Islands	Claims & billing
MP	Northern Mariana Islands	Claims & billing
MP	Northern Mariana	Claims & billing

Page 631 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Page 632 of 1330 04/19/2015

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Kansas City Regional Office	(816) 426-5233
State Department of Insurance	Insurance Department of Missouri - Consumer Service Division	(573) 751-2640
SHIP State Health Insurance Assistance Program	CLAIM	(573) 817-8320
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Missouri Department of Health & Senior Services	(573) 751-6400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Social Services of Missouri - MO HealthNet Division	(573) 751-3425
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	

Page 633 of 1330 04/19/2015

	dditional Email: nedicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
""	iedicare.raiiioad @ paimettogba.com		(800) 633-4227
			(800) 726-7390
TI	DD/TTY available upon request		(800) 390-3330
			(877) 543-7669
		(202) 606-2532	(888) 767-6738
			(800) 638-7072
		(202) 708-1455	(800) 569-4287
			(800) 392-2161
			(800) 827-1000
			(800) 633-4227
			(888) 355-9165
			(800) 633-4227

Page 634 of 1330 04/19/2015



Page 635 of 1330 04/19/2015

javerplaetse@rrb.gov

cbeahan@primaris.org
retire@opm.gov
info@dhss.mo.gov
medicare.railroad@palmettogba.com

Page 636 of 1330 04/19/2015

www.rrb.gov

www.cms.gov
www.insurance.mo.gov
www.missouriclaim.org
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.dhss.mo.gov
www.hud.gov
http://www.dss.mo.gov/fsd/index.htm
www.va.gov
www.defense.gov
www.noridianmedicare.com/dme
www.palmettogba.com/medicare

Page 637 of 1330 04/19/2015

	Islands	
MP	Northern Mariana Islands	Claims & billing
MP	Northern Mariana Islands	Claims & billing
MP	Northern Mariana Islands	Claims & billing
MP	Northern Mariana Islands	Claims & billing
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana	Complaints about my care or services

Page 638 of 1330 04/19/2015



Page 639 of 1330 04/19/2015

Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Hawaii Department of Health	(808) 692-7420
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Ombudsman	Department On Aging of AS, GU, HI, and	(808) 586-0100

Page 640 of 1330 04/19/2015

(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
(808) 586-7268 Hawaii only	(888) 875-9229

Page 641 of 1330 04/19/2015

1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 642 of 1330 04/19/2015

hhstips@oig
info@aaaasf.org or
reception@aaaasf.org
media@cap.org
info@aaahc.org
eoa@doh.hawaii.gov

Page 643 of 1330 04/19/2015

www.cob.cms.hhs.gov
www.oig.hhs.gov
http://www.hawaii.gov/health
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
http://hawaii.gov/health/eoa

Page 644 of 1330 04/19/2015

	Islands	
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	Complaints about my care or services
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana	General health & health conditions

Page 645 of 1330 04/19/2015

Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer. Finding information on heart disease. Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information. Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes. Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Page 646 of 1330 04/19/2015

	MP	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Western Pacific Renal Network, LLC - Network 17	(415) 897-2400
Nursing Home State Survey Agency	Hawaii Department of Health	(808) 692-7420
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality	

Page 647 of 1330 04/19/2015

(415) 437-8311	
	(800) 232-3773
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295

Page 648 of 1330 04/19/2015



Page 649 of 1330 04/19/2015

	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Page 650 of 1330 04/19/2015

www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet17.org
http://www.hawaii.gov/health
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov

Page 651 of 1330 04/19/2015

	Islands	
MP	Northern Mariana Islands	General health & health conditions
MP	Northern Mariana Islands	Health care facilities & services in my area
MP	Northern Mariana Islands	Health care facilities & services in my area
MP	Northern Mariana Islands	Health care facilities & services in my area
MP	Northern Mariana Islands	Health care facilities & services in my area
MP	Northern Mariana Islands	Help with my Medicare options & issues
MP	Northern Mariana Islands	Help with my Medicare options & issues
MP	Northern Mariana Islands	Help with my Medicare options & issues
MP	Northern Mariana Islands	Help with my Medicare options & issues
MP	Northern Mariana Islands	Help with my Medicare options & issues
MP	Northern Mariana Islands	Other insurance programs
MP	Northern Mariana Islands	Other insurance programs

Page 652 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Page 653 of 1330 04/19/2015

		(AHRQ)

	(ARQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Northern Mariana Islands	(808) 537-5855
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
State Hospice Organization	Hospice Organization of Northern Mariana Islands	(670) 234-8950
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	Economic Development/Banking and Insurance of Northern Mariana Islands	(670) 664-3064
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800

Page 654 of 1330 04/19/2015

		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 543-7669
	(202) 606-2532	(888) 767-6738

Page 655 of 1330 04/19/2015

7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 (800) 878-5707

Page 656 of 1330 04/19/2015

Info@pacificislandspcs.org
lce@aarp.org
njshc@cybernex.net
javerplaetse@rrb.gov
commercedept@vzpacifica.net
retire@opm.gov

Page 657 of 1330 04/19/2015

www.kidney.org
www.pacificislandspca.org
www.aarp.org/LCE
www.selfhelpgroups.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.commerce.gov.mp
www.insurekidsnow.gov
www.opm.gov\retire

Page 658 of 1330 04/19/2015

MP	Northern Mariana Islands	Other insurance programs
MP	Northern Mariana Islands	Other insurance programs
MP	Northern Mariana Islands	Other insurance programs
MP	Northern Mariana Islands	Other insurance programs
MP	Northern Mariana Islands	Other insurance programs
MP	Northern Mariana Islands	Other insurance programs
MS	Mississippi	Claims & billing
MS	Mississippi	Claims & billing
MS	Mississippi	Claims & billing
MS	Mississippi	Claims & billing
MS	Mississippi	Claims & billing
MS	Mississippi	Claims & billing
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services

Page 659 of 1330 04/19/2015

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A and B bills and services, hospital care, skilled nursing care, and fraud. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified.

Page 660 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based	on T	lelpfu	Contacts	Data
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Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Hawaii Department of Health	(808) 586-4400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of Hawaii	(808) 524-3370
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Novitas Solutions, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600

Page 661 of 1330 04/19/2015

	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 316-8005
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 424-4301
	(866) 275-2267

Page 662 of 1330 04/19/2015

(800) 603-1201 1-800-MEDICARE (800) 377-4950

Page 663 of 1330 04/19/2015

(800) 316-8005	dhs@dhs.hawaii.gov
	medicare.railroad@palmettogba.com
	hhstips@oig
	Timotipo e oig

Page 664 of 1330 04/19/2015

http://owcp.dol.acs-inc.com http://www.hawaii.gov/health www.hud.gov http://www.med-quest.us/ www.va.gov www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.novitas-solutions.com www.oig.hhs.gov www.keproqio.com www.aha.org www.abms.org

Page 665 of 1330 04/19/2015

MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	Complaints about my care or services
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions

Page 666 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer. Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 667 of 1330 04/19/2015

American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
QIO - Quality Improvement Organization (Quality Innovation Network)	atom Alliance	(901) 682-0381
Medicaid - Report Fraud	Division of Medicaid	(601) 576-4162
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 668 of 1330 04/19/2015

(888) 545-5222
(800) 323-4040
(800) 528-2655
(800) 880-5920
(800) 222-2225
(800) 891-5390
(800) 749-2257
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237

Page 669 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 **Quit Smoking Program**

(877) 448-7848

Page 670 of 1330 04/19/2015

	info@aaaasf.org or reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	fraud@medicaid.ms.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 671 of 1330 04/19/2015

www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.qsource.org
https://www.medicaid.ms.gov/
www.medicareappeal.com
www.hhs.gov/ocr
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov

Page 672 of 1330 04/19/2015

MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	General health & health conditions
MS	Mississippi	Health care facilities & services in my area
MS	Mississippi	Health care facilities & services in my area
MS	Mississippi	Health care facilities & services in my area
MS	Mississippi	Health care facilities & services in my area
MS	Mississippi	Health care facilities & services in my area
MS	Mississippi	Help with my Medicare options & issues
MS	Mississippi	Help with my Medicare options & issues
MS	Mississippi	Help with my Medicare options & issues
MS	Mississippi	Help with my Medicare options & issues
MS	Mississippi	Other insurance programs
MS	Mississippi	Other insurance programs

Page 673 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Page 674 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

В	ased	on	He	Ipful	Con	tact	ts	Dat	a	
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	Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Health Care of Mississippi	(601) 981-1817
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Mississippi Health Benefits Program	(601) 576-4111
State Hospice Organization	Louisiana and Mississippi Hospice Organization	(504) 945-2414
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800

Page 675 of 1330 04/19/2015

(800) 358-9295 (800) 622-9010 (800) 622-9010 (800) 677-1116 (800) 367-6274 (800) 421-2408 (888) 546-1500 (800) 772-1213 Additional Email: (800) 772-1213 Additional Email: (877) 772-5772 medicare.railroad@palmettogba.com (877) 543-7669 (877) 543-7669		(800) 829-1040
(800) 677-1116 (800) 367-6274 (800) 421-2408 (888) 546-1500 (800) 772-1213 Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227		(800) 358-9295
(800) 367-6274 (800) 421-2408 (888) 546-1500 (800) 772-1213 Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227		(800) 622-9010
(800) 367-6274 (800) 421-2408 (888) 546-1500 (800) 772-1213 Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227 (877) 543-7669		
(800) 421-2408 (888) 546-1500 (800) 772-1213 Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227 (877) 543-7669		(800) 677-1116
(888) 546-1500 (800) 772-1213 Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227 (877) 543-7669		(800) 367-6274
Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227		(800) 421-2408
Additional Email: (312) 751-4701 (877) 772-5772 medicare.railroad@palmettogba.com (800) 633-4227		(888) 546-1500
medicare.railroad@palmettogba.com (800) 633-4227		(800) 772-1213
(877) 543-7669	(312) 751-4701	(877) 772-5772
		(800) 633-4227
(202) 606-2532 (888) 767-6738		(877) 543-7669
	(202) 606-2532	(888) 767-6738

Page 676 of 1330 04/19/2015



Page 677 of 1330 04/19/2015

ahrqpubs@ahrq.gov
lce@aarp.org
njshc@cybernex.net
jboudreaux@lmhpco.org
javerplaetse@rrb.gov
retire@opm.gov

Page 678 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.mphca.com/
www.aarp.org/LCE
www.selfhelpgroups.org
www.medicaid.ms.gov
www.lmhpco.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.insurekidsnow.gov
www.opm.gov\retire

Page 679 of 1330 04/19/2015

MS	Mississippi	Other insurance programs
MS	Mississippi	Other insurance programs
MS	Mississippi	Other insurance programs
MS	Mississippi	Other insurance programs
MS	Mississippi	Other insurance programs
MS	Mississippi	Other insurance programs
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Claims & billing
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services

Page 680 of 1330 04/19/2015

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Page 681 of 1330 04/19/2015

Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Mississippi Department of Health	(601) 576-7400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Office of the Governor of Mississippi	(601) 359-6050
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Noridian Administrative Services	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600

Page 682 of 1330 04/19/2015

	(800) 638-7072
	(800) 227-7308
(202) 708-1455	(800) 569-4287
	(800) 421-2408
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
(855) 797-2627	(855) 798-2627 (800) 633-4227
(855) 797-2627	
(855) 797-2627	(800) 633-4227
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(855) 797-2627	(800) 633-4227 (800) 633-4227 (800) 633-4227
(855) 797-2627	(800) 633-4227 (800) 633-4227 (800) 633-4227 (800) 447-8477
(855) 797-2627	(800) 633-4227 (800) 633-4227 (800) 633-4227 (800) 447-8477 (844) 430-9504

Page 683 of 1330 04/19/2015

Jurisdiction D 1-800-MEDICARE Jurisdiction 3 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 684 of 1330 04/19/2015

web@HealthyMS.com medicare.railroad@palmettogba.com hhstips@oig

Page 685 of 1330 04/19/2015

http://owcp.dol.acs-inc.com www.msdh.state.ms.us/ www.hud.gov medicaid.ms.gov/ www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.noridianmedicare.com/ www.oig.hhs.gov www.keproqio.com www.aha.org www.abms.org

Page 686 of 1330 04/19/2015

MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	Complaints about my care or services
MT	Montana	General health & health conditions
MT	Montana	General health & health conditions

Page 687 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Page 688 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

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American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Montana State Health Insurance Assistance Program (SHIP)	(406) 444-4077
QIO - Quality Improvement Organization (Quality Innovation Network)	Mountain Pacific Quality Health Foundation	(406) 443-4020
Ombudsman	Montana Department of Public Health & Human Services-Division of Child and Adult Health Resources	(406) 444-4077
Medicaid - Report Fraud	Department of Public Health and Human Services	(406) 444-4261
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Colorado, Montana, North Dakota, Utah, and Wyoming	(303) 844-2024
ESRD End-Stage Renal Disease Networks	Northwest Renal Network - Network 16	(206) 923-0714
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415

Page 689 of 1330 04/19/2015

	(888) 545-5222
	(800) 323-4040
	(800) 551-3191
	(800) 497-8232
(406) 444-2540	(800) 332-2272
	(800) 376-1115
(303) 844-3439	
	(800) 262-1514
	(800) 222-2225
	(800) 891-5390

Page 690 of 1330 04/19/2015

(800) 222-4225

Page 691 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org clasalle@mt.gov shechinson@nw16.esrd.net niaic@nia.nih.gov nkudic@info.niddk.nih.gov

Page 692 of 1330 04/19/2015

www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.dphhs.mt.gov www.mpqhf.org www.dphhs.mt.gov/sltc http://www.dphhs.mt.gov/qad/programcompliance/surveillanc eutilizationreview.shtml www.medicareappeal.com www.hhs.gov/ocr www.nwrenalnetwork.org www.nia.nih.gov

www.kidney.niddk.nih.gov

Page 693 of 1330 04/19/2015

MT Montana General health & health conditions ΜT General health & health conditions Montana MT Montana General health & health conditions MT General health & health conditions Montana MT Montana Health care facilities & services in my area MT Health care facilities & services in my area Montana ΜT Montana Health care facilities & services in my area MT Montana Health care facilities & services in my area MT Health care facilities & services in my area Montana MT Help with my Medicare options & issues Montana MT Help with my Medicare options & issues Montana

Page 694 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

Page 695 of 1330 04/19/2015

American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Montana Primary Care Association	(406) 442-2750
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Healthy Montana Kids	(888) 706-1535
State Hospice Organization	M.H.A An Association of Montana Health Care Providers	(406) 442-1911
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	

Page 696 of 1330 04/19/2015

		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(877) 543-7669
		(800) 351-3551
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772

Page 697 of 1330 04/19/2015



Page 698 of 1330 04/19/2015

(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	bmarslli@mtpca.org
	lce@aarp.org
	njshc@cybernex.net
	hmk@mt.gov
	javerplaetse@rrb.gov

Page 699 of 1330 04/19/2015

www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.mtpca.org/ www.aarp.org/LCE www.selfhelpgroups.org www.dphhs.mt.gov www.mtha.org www.socialsecurity.gov www.rrb.gov

Page 700 of 1330 04/19/2015

MT	Montana	Help with my Medicare options & issues
MT	Montana	Help with my Medicare options & issues
MT	Montana	Help with my Medicare options & issues
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
MT	Montana	Other insurance programs
NC	North Carolina	Claims & billing
NC	North Carolina	Claims & billing
NC	North Carolina	Claims & billing
NC	North Carolina	Claims & billing

Page 701 of 1330 04/19/2015

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Personalized health insurance counseling
Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.

Page 702 of 1330 04/19/2015

1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Denver Regional Office	(303) 844-1568
SHIP State Health Insurance Assistance Program	Montana State Health Insurance Assistance Program (SHIP)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Montana Department of Public Health & Human Services-Division of Child and Adult Health Resources	(406) 444-4540
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Montana Department of Public Health & Human Services-Division of Child and Adult Health Resources	
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	

Page 703 of 1330 04/19/2015

		(800) 633-4227
		(800) 551-3191
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 362-8312
	(202) 708-1455	(800) 569-4287
		(800) 362-8312
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
3)	(855) 797-2627	(855) 798-2627

Page 704 of 1330 04/19/2015

(800) 878-5707 1-800-MEDICARE

Page 705 of 1330 04/19/2015

keverman@mt.gov
retire@opm.gov
dphhstech@mt.gov
dphhstech@state.mt.us
medicare.railroad@palmettogba.com

Page 706 of 1330 04/19/2015

www.cms.gov
www.dphhs.mt.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.dphhs.mt.gov
www.hud.gov
http://www.dphhs.mt.gov
www.va.gov
www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov

Page 707 of 1330 04/19/2015

NC	North Carolina	Claims & billing
NC	North Carolina	Claims & billing
NC	North Carolina	Claims & billing
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services

Page 708 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Page 709 of 1330 04/19/2015

	(BCRC)	
Fiscal Intermediary	Noridian	
Carrier	CGS Administrators, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Division of Health Service Regulation- Nursing Home Licensure and Certification	(919) 855-4620
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Division of Health Service Regulation of North Carolina	(919) 855-4500
QIO - Quality Improvement Organization (Quality Innovation Network)	Alliant-Georgia Medical Care Foundation	(678) 527-3000
Ombudsman	Division of Aging and Adult Services	(919) 855-3400
Medicaid - Report Fraud	Department of Health and Human Services	

Page 710 of 1330 04/19/2015

	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 455-8708
	(800) 624-3004
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 624-3004
3429	
	(877) 362-8471

Page 711 of 1330 04/19/2015

=	1-800-MEDICARE	
	1-800-MEDICARE	
		(800) 377-4950
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Page 712 of 1330 04/19/2015

(800) 213-5446	medicare.railroad@palmettogba.com
	hhstips@oig
	dh an an han an tan Oireanail an t
	dhsr.webmaster@ncmail.net
	info@aaaasf.org or reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	Kathryn.Lanier@dhhs.nc.gov

Page 713 of 1330 04/19/2015

www.oig.hhs.gov
www.keproqio.com
www.ncdhhs.gov/dhsr
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.ncdhhs.gov/dhsr/index.html
www.gmcf.org
www.dhhs.state.nc.us/aging
http://www.dhhs.state.nc.us/dma/provider/fraud.htm

Page 714 of 1330 04/19/2015

NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	Complaints about my care or services
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	General health & health conditions
NC	North Carolina	Health care facilities & services in my area

Page 715 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Page 716 of 1330 04/19/2015

Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
ESRD End-Stage Renal Disease Networks	Southeastern Kidney Council - Network 6	(919) 855-0882
Nursing Home State Survey Agency	Division of Health Service Regulation- Nursing Home Licensure and Certification	(919) 855-4520
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Health Care Association of North Carolina	(919) 469-5701

Page 717 of 1330 04/19/2015

(800) 524-7139
(800) 624-3004
(800) 222-2225
(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010

Page 718 of 1330 04/19/2015



Page 719 of 1330 04/19/2015

	info@nw6.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Page 720 of 1330 04/19/2015

www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnetwork6.org
www.ncdhhs.gov/dhsr
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.ncchca.org/

Page 721 of 1330 04/19/2015

NC	North Carolina	Health care facilities & services in my area
NC	North Carolina	Health care facilities & services in my area
NC	North Carolina	Health care facilities & services in my area
NC	North Carolina	Health care facilities & services in my area
NC	North Carolina	Help with my Medicare options & issues
NC	North Carolina	Help with my Medicare options & issues
NC	North Carolina	Help with my Medicare options & issues
NC	North Carolina	Help with my Medicare options & issues
NC	North Carolina	Help with my Medicare options & issues
NC	North Carolina	Help with my Medicare options & issues
NC	North Carolina	Other insurance programs
NC	North Carolina	Other insurance programs
NC	North Carolina	Other insurance programs
NC	North Carolina	Other insurance programs
NC	North Carolina	Other insurance programs

Page 722 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Page 723 of 1330 04/19/2015

Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	North Carolina Health Choice for Children	(919) 855-4100
State Hospice Organization	Carolinas Center for Hospice & End-of-Life Care	(919) 459-5380
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
State Department of Insurance	Department of Insurance of North Carolina	(919) 807-6750
SHIP State Health Insurance Assistance Program	Seniors- Health Insurance Information Program (SHIIP)	(919) 807-6900
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	North Carolina Department of Health and Human Services	(919) 855-4400
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112

Page 724 of 1330 04/19/2015

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			(800) 677-1116
			(800) 367-6274
			(800) 662-7030
			(800) 662-8859
			(800) 772-1213
	Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227
			(800) 546-5664
			(800) 443-9354
			(877) 543-7669
		(202) 606-2532	(888) 767-6738
			(800) 638-7072
			(800) 622-7030
		(202) 708-1455	(800) 569-4287

Page 725 of 1330 04/19/2015



Page 726 of 1330 04/19/2015

lce@aarp.org
njshc@cybernex.net
info@cchospice.org
javerplaetse@rrb.gov
javerplacise @mb.gov
shiip@ncdoi.net
ormp errodomics
retire@opm.gov
tara.larson@ncmail.net

Page 727 of 1330 04/19/2015

www.aarp.org/LCE
www.selfhelpgroups.org
www.ncdhhs.gov/dma
www.cchospice.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.ncdoi.com
www.ncshiip.com
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.dhhs.state.nc.us
www.hud.gov

Page 728 of 1330 04/19/2015

NC	North Carolina	Other insurance programs
NC	North Carolina	Other insurance programs
NC	North Carolina	Other insurance programs
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Claims & billing
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services

Page 729 of 1330 04/19/2015

Finding out if the lab where your blood tests are sent is accredited or not.

Medicaid program

VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.
Part A and B bills and services, hospital care, skilled nursing care, and fraud.
Part A bills and services, hospital care, skilled nursing care, and fraud.
Part B bills and services.
Reporting fraud.
Complaints about quality of care, and filing an appeal or complaint.
Complaints about the quality of care in dialysis facilities.
Finding a voluntary list of patients' rights in a hospital.
Finding out if a doctor is board certified.
Finding out if an ambulatory surgical center is accredited or not.

Page 730 of 1330 04/19/2015

State Medical Assistance Office Department of Veterans Affairs	North Carolina Department of Health and Human Services Department of Veterans Affairs	(919) 855-4100
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Noridian Administrative Services	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	North Dakota Department of Health	(701) 328-2372
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000

Page 731 of 1330 04/19/2015

	(800) 662-7030
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 732 of 1330 04/19/2015

Jurisdiction D 1-800-MEDICARE Jurisdiction 3 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 733 of 1330 04/19/2015

care.line@ncmail.net

medicare.railroad@palmettogba.com
hhstips@oig
tdwelle@nd.gov
- 0
info@aaaasf.org or
reception@aaaasf.org
media@cap.org
modia e dap.org

Page 734 of 1330 04/19/2015

www.dhhs.state.nc.us/dma/mqb.html

www.armo.otato.no.ao/arma/mqo.mam
www.va.gov
www.defense.gov
www.noridianmedicare.com/dme
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
http://www.noridianmedicare.com/
www.noridianmedicare.com
www.oig.hhs.gov
www.keproqio.com
http://www.ndhealth.gov/
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org

Page 735 of 1330 04/19/2015

ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
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ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	Complaints about my care or services
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions

Page 736 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Financial assistance and educational materials for people with kidney disease.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease.

Page 737 of 1330 04/19/2015

Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	North Dakota Department of Health	(701) 328-2372
QIO - Quality Improvement Organization (Quality Innovation Network)	Great Plains Quality Innovation Network	(402) 476-1399
Ombudsman	Aging Services Division of North Dakota	(701) 328-4601
Medicaid - Report Fraud	Department of Human Services	(701) 328-2321
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Colorado, Montana, North Dakota, Utah, and Wyoming	(303) 844-2024
ESRD End-Stage Renal Disease Networks	Renal Disease Network of the Upper Midwest, Inc Network 11	(651) 644-9877
Nursing Home State Survey Agency	North Dakota Department of Health	(701) 328-2372
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052

Page 738 of 1330 04/19/2015

Sassa sir risipiai sariaada Sada		
		(800) 247-0560
		(844) 877-0464
		(855) 462-5465
		(800) 755-2604
	(303) 844-3439	
		(800) 973-3773
		(800) 222-2225
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299

Page 739 of 1330 04/19/2015

(800) 222-4225

Page 740 of 1330 04/19/2015

Bassa sir risipiai seriaate Bata	
	info@aaahc.org
	tdwelle@nd.gov
	jehrhardt@nd.gov
	info@nw11.esrd.net
	tdwelle@nd.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

Page 741 of 1330 04/19/2015

www.aaahc.org
www.jointcommission.org
http://www.ndhealth.gov/
www.cimronebraska.org
www.carechoice.nd.gov
http://www.nd.gov/dhs/services/medicalserv/medicaid
www.medicareappeal.com
www.hhs.gov/ocr
esrdnet11.org
http://www.ndhealth.gov/
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org

Page 742 of 1330 04/19/2015

ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	General health & health conditions
ND	North Dakota	Health care facilities & services in my area
ND	North Dakota	Health care facilities & services in my area
ND	North Dakota	Health care facilities & services in my area
ND	North Dakota	Health care facilities & services in my area
ND	North Dakota	Health care facilities & services in my area
ND	North Dakota	Help with my Medicare options & issues
ND	North Dakota	Help with my Medicare options & issues
ND	North Dakota	Help with my Medicare options & issues
ND	North Dakota	Help with my Medicare options & issues

Page 743 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 744 of 1330 04/19/2015

American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Community Healthcare Association of North Dakota	(701) 221-9824
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Heatlhy Steps	(701) 328-4019
State Hospice Organization	Hospice Organization of Red River Valley	(701) 356-1500
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Denver Regional Office	(303) 844-1568

Page 745 of 1330 04/19/2015

		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 755-2604
		(800) 237-4629
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 746 of 1330 04/19/2015



Page 747 of 1330 04/19/2015

(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	phinsz@nd.gov
	iovarplactae@rrb.gov
	javerplaetse@rrb.gov

Page 748 of 1330 04/19/2015

www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.communityhealthcare.net www.aarp.org/LCE www.selfhelpgroups.org http://www.nd.gov/dhs/services/medicalserv/chip/ www.hrrv.org www.socialsecurity.gov www.rrb.gov www.cms.gov

Page 749 of 1330 04/19/2015

ND	North Dakota	Help with my Medicare options & issues
ND	North Dakota	Help with my Medicare options & issues
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
ND	North Dakota	Other insurance programs
NE	Nebraska	Claims & billing
NE	Nebraska	Claims & billing
NE	Nebraska	Claims & billing
NE	Nebraska	Claims & billing
NE	Nebraska	Claims & billing
NE	Nebraska	Claims & billing
NE	Nebraska	Complaints about my care or services

Page 750 of 1330 04/19/2015

Medigap Policies Personalized health insurance counseling Children's Health Insurance Program Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint.

Page 751 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

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State Department of Insurance	Senior Health Insurance Counseling (SHIC)	(701) 328-2440
SHIP State Health Insurance Assistance Program	Senior Health Insurance Counseling (SHIC)	(701) 328-2440
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	North Dakota Department of Health	(701) 328-2352
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	North Dakota Department of Human Resources	(701) 328-2321
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Carrier	Blue Cross Blue Shield of Kansas	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256

Page 752 of 1330 04/19/2015

	(800) 247-0560
	(800) 247-0560
	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 755-2604
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(855) 408-8557

Page 753 of 1330 04/19/2015

(800) 878-5707 Jurisdiction D 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 754 of 1330 04/19/2015

ndshic@nd.gov ndshic@nd.gov retire@opm.gov dhseo@nd.gov medicare.railroad@palmettogba.com hhstips@oig

Page 755 of 1330 04/19/2015

http://www.state.nd.us/ndins/ http://www.state.nd.us/ndins/ www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com www.ndhealth.gov www.hud.gov www.nd.gov/dhs/ www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.oig.hhs.gov www.keproqio.com

Page 756 of 1330 04/19/2015

NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
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NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services

Page 757 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic



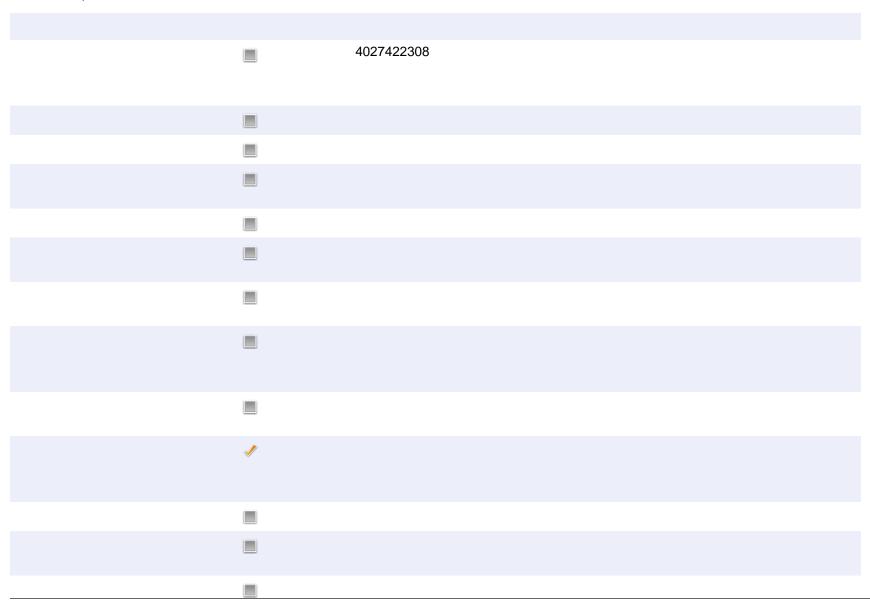
Page 758 of 1330 04/19/2015

Family Centered Care)		
ESRD State Survey Agency	Health and Human Services of Nebraska - Regulation and Licensure Credentialing Division	(402) 471-3651
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Health and Human Services of Nebraska - Regulation and Licensure Credentialing Division	(402) 471-3651
QIO - Quality Improvement Organization (Quality Innovation Network)	Great Plains Quality Innovation Network	(402) 476-1399
Ombudsman	Dept of Health and Human Services of Nebraska - Division of Medicaid & Long Term Care	(402) 471-2307
Medicaid - Report Fraud	Department of Health and Human Services	(402) 471-3549
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Iowa, Kansas,	(816) 426-7276

Page 759 of 1330 04/19/2015

	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(,
	(800) 323-4040
	(844) 877-0464
	(800) 942-7830
	(800) 727-6432
(816) 426-7065	

Page 760 of 1330 04/19/2015



Page 761 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org

info@aaahc.org

dhhs.LTombudsman@nebraska.gov

jhalvers@os.dhhs.gov

Page 762 of 1330 04/19/2015

www.dhhs.ne.gov	
www.aha.org	
www.abms.org	
www.AAAASF.org	
www.cap.org	
www.aaahc.org	
www.jointcommission.org	
www.dhhs.ne.gov	
www.cimronebraska.org	
www.dhhs.ne.gov/medicaid	
http:dhhs.ne.gov	
www.medicareappeal.com	
www.hhs.gov/ocr	

Page 763 of 1330 04/19/2015

NE	Nebraska	Complaints about my care or services
NE	Nebraska	Complaints about my care or services
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	General health & health conditions
NE	Nebraska	Health care facilities & services in my area
NE	Nebraska	Health care facilities & services in my area

Page 764 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Page 765 of 1330 04/19/2015

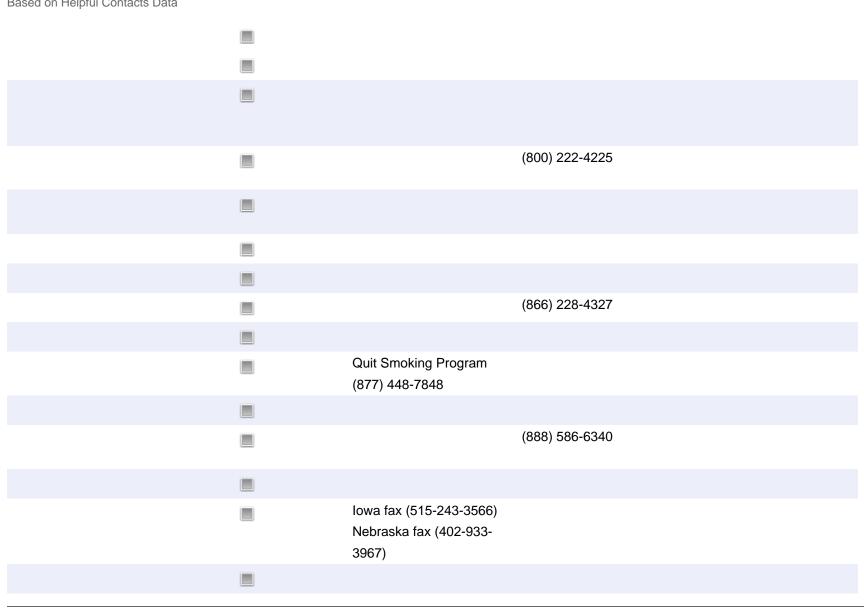
Missouri,	and	Nebraska	

ESRD End-Stage Renal Disease Networks	ESRD Network #12	(816) 880-9990
Nursing Home State Survey Agency	Health and Human Services of Nebraska - Regulation and Licensure Credentialing Division	(402) 471-3324
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Iowa and Nebraska	(515) 244-9610
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120

Page 766 of 1330 04/19/2015

	(800) 444-9965
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
lowa # 515-244-9610 Nebraska #402-505-5426	(877) 244-9612
	(800) 677-1116

Page 767 of 1330 04/19/2015



Page 768 of 1330 04/19/2015

info@nw12.esrd.net

	inio@nw12.csid.nct
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Ice@aarp.org

Page 769 of 1330 04/19/2015

www.heartlandkidney.org		
www.dhhs.ne.gov		
www.nia.nih.gov		
www.kidney.niddk.nih.gov		
www.aakp.org		
www.kidneyfund.org		
www.cancer.org		
http://www.americanheart.org/		
www.cancer.gov		
www.irs.gov		
www.ahrq.gov		
www.kidney.org		
iowapca.org (Iowa site) http://hcanebraska.org/ (Nebraska site)		
www.aarp.org/LCE		

Page 770 of 1330 04/19/2015

NE	Nebraska	Health care facilities & services in my area
NE	Nebraska	Health care facilities & services in my area
NE	Nebraska	Health care facilities & services in my area
NE	Nebraska	Help with my Medicare options & issues
NE	Nebraska	Help with my Medicare options & issues
NE	Nebraska	Help with my Medicare options & issues
NE	Nebraska	Help with my Medicare options & issues
NE	Nebraska	Help with my Medicare options & issues
NE	Nebraska	Help with my Medicare options & issues
NE	Nebraska	Other insurance programs
NE	Nebraska	Other insurance programs
NE	Nebraska	Other insurance programs
NE	Nebraska	Other insurance programs
NE	Nebraska	Other insurance programs

Page 771 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Page 772 of 1330 04/19/2015

American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122

CHIP -- Children's Health Insurance Program Nebraska Kids Connection (402) 471-6035

State Hospice Organization Hospice and Palliative Care Association of (402) 477-0204

Nebraska

SSA -- Social Security Administration Social Security Administration

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Kansas City Regional Office	(816) 426-5233
State Department of Insurance	Insurance Department of Nebraska - Consumer Service Division	(402) 471-2201
SHIP State Health Insurance Assistance Program	Nebraska Senior Health Insurance Information Program (SHIIP)	(402) 471-2841
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Nebraska Department of Health and Human Services System	(402) 471-3121
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112

Page 773 of 1330 04/19/2015

(800) 367-6274

		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 234-7119
		(800) 234-7119
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(855) 632-7633
	(202) 708-1455	(800) 569-4287

Page 774 of 1330 04/19/2015



Page 775 of 1330 04/19/2015

njshc@cybernex.net
Kids.Connection@dhhs.ne.gov
info@nehospice.org
javerplaetse@rrb.gov
DOI.SHIIP@nebraska
retire@opm.gov
DHHS.Helpline@nebraska.gov

Page 776 of 1330 04/19/2015

www.selfhelpgroups.org http://dhhs.ne.gov/medicaid/Pages/med_kidsconxfaq.aspx http://www.nehospice.org/ www.socialsecurity.gov www.rrb.gov www.cms.gov http://www.doi.nebraska.gov www.doi.ne.gov/shiip www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://dhhs.ne.gov/Pages/default.aspx www.hud.gov

Page 777 of 1330 04/19/2015

NE	Nebraska	Other insurance programs
NE	Nebraska	Other insurance programs
NE	Nebraska	Other insurance programs
NH	New Hampshire	Claims & billing
NH	New Hampshire	Claims & billing
NH	New Hampshire	Claims & billing
NH	New Hampshire	Claims & billing
NH	New Hampshire	Claims & billing
NH	New Hampshire	Claims & billing
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services

Page 778 of 1330 04/19/2015

Medicaid program
VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.
Part B bills and services.
Reporting fraud.
Complaints about quality of care, and filing an appeal or complaint.
Complaints about the quality of care in dialysis facilities.
Finding a voluntary list of patients' rights in a hospital.
Finding out if a doctor is board certified.
Finding out if an ambulatory surgical center is accredited or not.
Finding out if the lab where your blood tests are sent is accredited or not.

Page 779 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based	on r	чеіріші	Contacts	Data
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State Medical Assistance Office	Nebraska Department of Health and Human Services System	(402) 471-3121
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Associated Hospital Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Carrier	National Heritage Insurance Company	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and	Livanta, LLC	
Family Centered Care)	Livaria, LLO	
	Dept of Health & Human Services of NH- Office of Prog Support-Bureau of Health Fac-Licensing and Reg	(603) 271-9499
Family Centered Care)	Dept of Health & Human Services of NH- Office of Prog Support-Bureau of Health	(603) 271-9499 (312) 422-3000
Family Centered Care) ESRD State Survey Agency	Dept of Health & Human Services of NH- Office of Prog Support-Bureau of Health Fac-Licensing and Reg	` '
Family Centered Care) ESRD State Survey Agency American Hospital Association	Dept of Health & Human Services of NH- Office of Prog Support-Bureau of Health Fac-Licensing and Reg American Hospital Association	(312) 422-3000
Family Centered Care) ESRD State Survey Agency American Hospital Association American Board of Medical Specialties American Association for Accreditation of Ambulatory	Dept of Health & Human Services of NH- Office of Prog Support-Bureau of Health Fac-Licensing and Reg American Hospital Association American Board of Medical Specialties American Association for Accreditation of	(312) 422-3000 (312) 436-2600

Page 780 of 1330 04/19/2015

	(855) 632-7633
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(866) 815-5440
	(800) 852-3345
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 781 of 1330 04/19/2015



Page 782 of 1330 04/19/2015

DHHS.Helpline@nebraska.gov
medicare.railroad@palmettogba.com
medicare@bcbsme.com
hhstips@oig
info@aaaasf.org or
reception@aaaasf.org
media@cap.org

Page 783 of 1330 04/19/2015

http://dhhs.ne.gov/Pages/default.aspx www.va.gov www.defense.gov www.medicarenhic.com www.palmettogba.com/medicare www.cob.cms.hhs.gov www.medicarenhic.com/ www.oig.hhs.gov www.dhhs.nh.gov www.aha.org www.abms.org www.AAAASF.org www.cap.org

Page 784 of 1330 04/19/2015

NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	Complaints about my care or services
NH	New Hampshire	General health & health conditions
NH	New Hampshire	General health & health conditions
NH	New Hampshire	General health & health conditions
NH	New Hampshire	General health & health conditions

Page 785 of 1330 04/19/2015

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Page 786 of 1330 04/19/2015

Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Dept of Health and Human Services of NH- Office of Prog Support-Bureau of Health Facilities	(603) 271-9499
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthCentric Advisors	(401) 528-3200
Ombudsman	Long Term Care Ombudsman of New Hampshire	(603) 271-4375
Medicaid - Report Fraud	Department of Health and Human Services	(603) 271-1246
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New England	(617) 565-1340
ESRD End-Stage Renal Disease Networks	ESRD Network of New England - Network 1	(203) 387-9332
Nursing Home State Survey Agency	Health Facility Administration of New Hampshire	(603) 271-9499
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052

Page 787 of 1330 04/19/2015

	(800) 852-3345
	(800) 442-5640
(617) 565-1343	
	(866) 286-3773
	(800) 852-3345
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299

Page 788 of 1330 04/19/2015

9039 (800) 735-2964 (800) 222-4225

Page 789 of 1330 04/19/2015

info@aaahc.org

	oltco@dhhs.state.nh.us
	info@nw1.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

Page 790 of 1330 04/19/2015

www.aaahc.org www.jointcommission.org www.dhhs.nh.gov www.healthcentricadvisors.org www.dhhs.state.nh.us www.dhhs.nh.gov www.medicareappeal.com www.hhs.gov/ocr www.networkofnewengland.org www.dhhs.state.nh.us www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov

www.kidneyfund.org

Page 791 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

New Hampshire NH General health & health conditions **New Hampshire** NH General health & health conditions NH **New Hampshire** General health & health conditions New Hampshire NH General health & health conditions NH New Hampshire General health & health conditions NH General health & health conditions **New Hampshire** New Hampshire Health care facilities & services in my area NH **New Hampshire** Health care facilities & services in my area NH NH **New Hampshire** Health care facilities & services in my area NH **New Hampshire** Health care facilities & services in my area NH **New Hampshire** Health care facilities & services in my area **New Hampshire** Help with my Medicare options & issues NH **New Hampshire** Help with my Medicare options & issues NH NH Help with my Medicare options & issues New Hampshire NH **New Hampshire** Help with my Medicare options & issues

Page 792 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 793 of 1330 04/19/2015

American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Bi-State Primary Care Association	(603) 228-2830
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Children's Medicaid (formerly Healthy Kids Dept. of Health & Human Services)	(603) 271-9750
State Hospice Organization	New Hampshire Hospice and Palliative Care Organization	(603) 415-4298
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Boston Regional Office	(617) 565-1232

Page 794 of 1330 04/19/2015

•			
			(800) 227-2345
			(800) 242-8721
			(800) 422-6237
			(800) 829-1040
			(800) 358-9295
			(800) 622-9010
			(800) 677-1116
			(800) 367-6274
			(877) 464-2447
			(800) 772-1213
	Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227

Page 795 of 1330 04/19/2015

(866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874

Page 796 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based	on He	lpful	Contacts	Data
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(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	amqpubs@amq.gov
	L
	lce@aarp.org
	njshc@cybernex.net
(877) 464-2447	
	info@nhhpco.org
	javerplaetse@rrb.gov

Page 797 of 1330 04/19/2015

www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.bistatepca.org/ www.aarp.org/LCE www.selfhelpgroups.org http://www.dhhs.nh.gov/dfa/medical/children.htm www.nhhpco.org www.socialsecurity.gov www.rrb.gov www.cms.gov

Page 798 of 1330 04/19/2015

NH	New Hampshire	Help with my Medicare options & issues
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NH	New Hampshire	Other insurance programs
NJ	New Jersey	Claims & billing
NJ	New Jersey	Claims & billing
NJ	New Jersey	Claims & billing
NJ	New Jersey	Claims & billing
NJ	New Jersey	Claims & billing
NJ	New Jersey	Claims & billing

Page 799 of 1330 04/19/2015

Personalized health insurance counseling

Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.
Part A bills and services, hospital care, skilled nursing care, and fraud.
Reporting fraud.

Page 800 of 1330 04/19/2015

SHIP State Health Insurance Assistance Program	NH SHIP - ServiceLink Aging and Disability Resource Center	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	New Hampshire Department of Health and Human Services	(603) 271-9000
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	New Hampshire Department of Health and Human Services	(603) 271-4344
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Blue Cross Blue Shield of Tennessee (d.b.a. Riverbend Government Benefits Administrators)	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343

Page 801 of 1330 04/19/2015

	(866) 634-9412
	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
	(800) 852-3345
(202) 708-1455	(800) 569-4287
	(800) 852-3345
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477

Page 802 of 1330 04/19/2015

For TTY, call 711 (800) 735-2964 8666349412 (800) 878-5707 Jurisdiction A 1-800-MEDICARE (800) 377-4950

Page 803 of 1330 04/19/2015

kdermon@dhhs.state.nh.us

retire@opm.go)V
medicare.railro	pad@palmettogba.com
hhstips@oig	

Page 804 of 1330 04/19/2015

www.servicelink.org www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.dhhs.state.nh.us www.hud.gov http://www.dhhs.state.nh.us www.va.gov www.defense.gov www.medicarenhic.com www.palmettogba.com/medicare www.cob.cms.hhs.gov www.oig.hhs.gov

Page 805 of 1330 04/19/2015

NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services
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NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	Complaints about my care or services

Page 806 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Page 807 of 1330 04/19/2015

QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Acute Care Survey	(609) 292-9900
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	State Health Insurance Assistance Program (SHIP)	(609) 292-7837
QIO - Quality Improvement Organization (Quality Innovation Network)	Quality Insights Quality Innovation Network	(304) 346-9864
Ombudsman	Long Term Care Ombudsman of New Jersey	(609) 943-4023
Medicaid - Report Fraud	Department of Human Services	(609) 984-2888
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New Jersey, New York, Puerto Rico, and Virgin Islands	(212) 264-3313
ESRD End-Stage Renal Disease Networks	Quality Insights Renal Network 3 - formerly - Trans-Atlantic Renal Council - Network 3	(609) 490-0310

Page 808 of 1330 04/19/2015

	(866) 815-5440
	(800) 792-9770
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 792-8820
	(877) 582-6995
	(888) 937-2835
(212) 264-2355	
	(888) 877-8400

Page 809 of 1330 04/19/2015



Page 810 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org ombudsman@advocate.state.nj.us qirn3@nw3.esrd.net

Page 811 of 1330 04/19/2015

www.state.nj.us/health/healthfacilities
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.state.nj.us/health/
www.qualityinsights-qin.org
http://www.state.nj.us/ooie
http://www.newjersey.gov/njomig/
www.medicareappeal.com
www.hhs.gov/ocr
www.qirn3.org

Page 812 of 1330 04/19/2015

NJ	New Jersey	Complaints about my care or services
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	General health & health conditions
NJ	New Jersey	Health care facilities & services in my area
NJ	New Jersey	Health care facilities & services in my area
NJ	New Jersey	Health care facilities & services in my area
NJ	New Jersey	Health care facilities & services in my area
NJ	New Jersey	Health care facilities & services in my area

Page 813 of 1330 04/19/2015

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Page 814 of 1330 04/19/2015

Nursing Home State Survey Agency	State Health Insurance Assistance Program (SHIP)	(609) 633-8991
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of New Jersey	(609) 689-9930
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	NJ Family Care	
State Hospice Organization	Hospice and Palliative Care Organization of New Jersey	(908) 233-0060

Page 815 of 1330 04/19/2015

(800) 792-9770
(800) 222-2225
(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 677-1116
(800) 367-6274
(800) 701-0710

Page 816 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 Quit Smoking Program (877) 448-7848 (888) 586-6340

Page 817 of 1330 04/19/2015

(609) 943-3554

niaic@nia.nih	.aov
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	niaic@nia.nin.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	info@njhospice.org

Page 818 of 1330 04/19/2015

www.state.nj.us/health www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.njpca.org/ www.aarp.org/LCE www.selfhelpgroups.org http://www.njfamilycare.org www.njhospice.org

Page 819 of 1330 04/19/2015

NJ	New Jersey	Help with my Medicare options & issues
NJ	New Jersey	Help with my Medicare options & issues
NJ	New Jersey	Help with my Medicare options & issues
NJ	New Jersey	Help with my Medicare options & issues
NJ	New Jersey	Help with my Medicare options & issues
NJ	New Jersey	Help with my Medicare options & issues
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs
NJ	New Jersey	Other insurance programs

Page 820 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare. General Medicare information, ordering Medicare booklets, and information about health plans. Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS. **Medigap Policies** Personalized health insurance counseling Children's Health Insurance Program Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits.

Page 821 of 1330 04/19/2015

New Jersey

SSA -- Social Security Administration

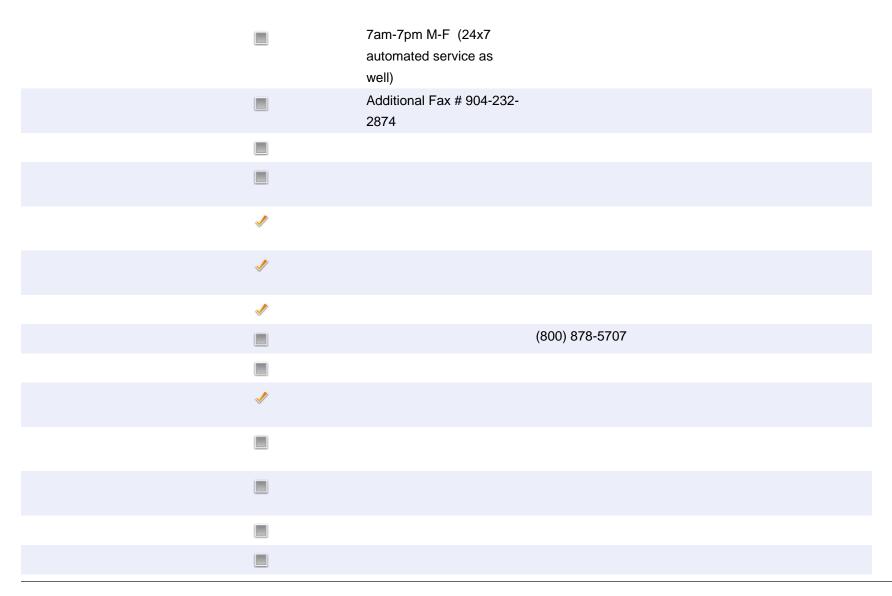
Social Security Administration

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, New York Regional Office	(212) 616-2222
State Department of Insurance	Insurance Department of New Jersey - Consumer Service Division	(609) 292-7272
SHIP State Health Insurance Assistance Program	State Health Insurance Assistance Program (SHIP)	(877) 222-3737
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	State Health Insurance Assistance Program (SHIP)	(609) 292-7837
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of New Jersey	
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 822 of 1330 04/19/2015

		(800) 772-1213
tional Email: care.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 449-5661
		(800) 446-7467
		(800) 792-8820
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 367-6543
	(202) 708-1455	(800) 569-4287
		(800) 356-1561
		(800) 827-1000

Page 823 of 1330 04/19/2015



Page 824 of 1330 04/19/2015

	javerplaetse@rrb.gov
	4Consumers@dobi.state.nj.us
	retire@opm.gov
(800) 356-1561	mahs.response@dhs.state.nj.us

Page 825 of 1330 04/19/2015

www.socialsecurity.gov		
www.rrb.gov		
www.cms.gov		
www.dobi.nj.gov		
http://www.state.nj.us/humanservices/doas/services/ship/ind ex.html		
www.insurekidsnow.gov		
www.opm.gov\retire		
http://owcp.dol.acs-inc.com		
http://www.state.nj.us/health/index.shtml		
www.hud.gov		
www.state.nj.us/humanservices/dmahs		
www.va.gov		
www.defense.gov		

Page 826 of 1330 04/19/2015

NM	New Mexico	Claims & billing
NM	New Mexico	Claims & billing
NM	New Mexico	Claims & billing
NM	New Mexico	Claims & billing
NM	New Mexico	Claims & billing
NM	New Mexico	Claims & billing
NM	New Mexico	Claims & billing
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services

Page 827 of 1330 04/19/2015

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not.

Page 828 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	TrailBlazer Health Enterprises, LLC	
Carrier	Blue Cross Blue Shield of Arkansas	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Department of Health of New Mexico - Bureau of Health Facility Licensing and Certification	(505) 476-9025
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

Page 829 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 752-8649
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 830 of 1330 04/19/2015

1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 831 of 1330 04/19/2015

medicare.railroad@palmettogba.com
hhstips@oig
info@aaaasf.org or reception@aaaasf.org
media@cap.org
info@aaahc.org

Page 832 of 1330 04/19/2015

http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
http://www.trailblazerhealth.com/
www.oig.hhs.gov
www.keproqio.com
www.dhi.health.state.nm.us
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org

Page 833 of 1330 04/19/2015

NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	Complaints about my care or services
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions

Page 834 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Page 835 of 1330 04/19/2015

Home Health Agency	Division of Health Improvement of New Mexico	(505) 476-9025
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthInsight	(801) 892-0155
Ombudsman	Benefits Counseling Program	(505) 476-4799
Medicaid - Report Fraud	Medical Assistance Division	(505) 827-3146
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas	(214) 767-4056
ESRD End-Stage Renal Disease Networks	Intermountain ESRD Network - Network 15	(303) 831-8818
Nursing Home State Survey Agency	Department of Health of New Mexico - Bureau of Health Facility Licensing and Certification	(505) 476-9025
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000

Page 836 of 1330 04/19/2015

Bacca on Holpian Comacto Bata		(222) === 2242
		(800) 752-8649
		(800) 432-2080
		(800) 228-4802
	(214) 767-8940	
		(800) 783-8818
		(800) 752-8649
		(800) 222-2225
		(000) 004 5000
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721

Page 837 of 1330 04/19/2015



Page 838 of 1330 04/19/2015

jack.evans@state.mn.us

	HSD-
	NMMedicaidFraud@state.nm.us
	drodgers@nw15.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(000) 040 0704	in average of the sent and
(800) 242-8721	inqueries@heart.org

Page 839 of 1330 04/19/2015

http://dhi.health.state.nm.us/ www.healthinsight.org www.nmaging.state.nm.us http://www.hsd.state.nm.us/mad/ www.medicareappeal.com www.hhs.gov/ocr www.esrdnet15.org www.dhi.health.state.nm.us www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/

Page 840 of 1330 04/19/2015

NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	General health & health conditions
NM	New Mexico	Health care facilities & services in my area
NM	New Mexico	Health care facilities & services in my area
NM	New Mexico	Health care facilities & services in my area
NM	New Mexico	Health care facilities & services in my area
NM	New Mexico	Health care facilities & services in my area
NM	New Mexico	Help with my Medicare options & issues
NM	New Mexico	Help with my Medicare options & issues
NM	New Mexico	Help with my Medicare options & issues
NM	New Mexico	Help with my Medicare options & issues
NM	New Mexico	Help with my Medicare options & issues
NM	New Mexico	Help with my Medicare options & issues

Page 841 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Page 842 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

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National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of New Mexico	(505) 880-8882
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	New Mexikids/SCHIP	
State Hospice Organization	Texas and New Mexico Hospice Organization	(512) 454-1247
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Dallas Regional Office	(214) 767-6423
State Department of Insurance	Department of Insurance of New Mexico	(505) 827-4601
SHIP State Health Insurance Assistance Program	Benefits Counseling Program	(505) 476-4846

Page 843 of 1330 04/19/2015

Daoda dii Holpidi ddihadda Dada		
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(888) 997-2583
		(800) 580-9270
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(888) 727-5772
		(800) 432-2080

Page 844 of 1330 04/19/2015



Page 845 of 1330 04/19/2015

cancergovstaff@mail.nih.gov
ahrqpubs@ahrq.gov
lce@aarp.org
njshc@cybernex.net
info@txnmhospice.org
javerplaetse@rrb.gov
carlos.moya@state.nm.us

Page 846 of 1330 04/19/2015

www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.nmpca.org/ www.aarp.org/LCE www.selfhelpgroups.org http://www.insurenewmexico.state.nm.us/NewMexiKidsandT eens.htm txnmhospice.org www.socialsecurity.gov www.rrb.gov www.cms.gov www.nmprc.state.nm.us www.nmaging.state.nm.us

Page 847 of 1330 04/19/2015

NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NM	New Mexico	Other insurance programs
NV	Nevada	Claims & billing
NV	Nevada	Claims & billing
NV	Nevada	Claims & billing
NV	Nevada	Claims & billing
NV	Nevada	Claims & billing
NV	Nevada	Claims & billing
NV	Nevada	Claims & billing
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services

Page 848 of 1330 04/19/2015

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Page 849 of 1330 04/19/2015

CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	New Mexico Department of Health	(505) 827-2613
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Human Services of New Mexico	(505) 827-3100
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Novitas Solutions	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Healthcare Quality & Compliance (formerly	(775) 684-1030

Page 850 of 1330 04/19/2015

	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(888) 997-2583
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123

Page 851 of 1330 04/19/2015



Page 852 of 1330 04/19/2015

	retire@opm.gov
(505) 476-3656	odette.desgeorges@state.nm.us
(800) 432-6217	
	medicare.railroad@palmettogba.com
	hhstips@oig
	hhstips@oig

Page 853 of 1330 04/19/2015

www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.health.state.nm.us www.hud.gov http://www.state.nm.us/hsd/mad/Index.html www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.ngsmedicare.com www.oig.hhs.gov www.health.nv.gov

Page 854 of 1330 04/19/2015

NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services
NV	Nevada	Complaints about my care or services

Page 855 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Page 856 of 1330 04/19/2015

	Division of Licensing and Certification of Nevada)	
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Health Division of Nevada - Bureau of Licensure and Certification	(702) 486-6515
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthInsight	(801) 892-0155
Ombudsman	Aging and Disability Services Divison (formerly Division for Aging Services of Nevada)	(702) 486-3545
Medicaid - Report Fraud	Division of Health Care Financing and Policy	(775) 684-3651
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the West	(415) 437-8310
ESRD End-Stage Renal Disease Networks	Intermountain ESRD Network - Network 15	(303) 831-8818
Nursing Home State Survey Agency	State Health Division of Nevada	(775) 684-1030

Page 857 of 1330 04/19/2015

	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 225-3414
	(866) 303-6323
	(800) 992-0900
(445) 407 0044	
(415) 437-8311	
	(800) 783-8818
	(800) 225-3414

Page 858 of 1330 04/19/2015



Page 859 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org dascc@aging.nv.gov drodgers@nw15.esrd.net pgraham@blc.state.nv.us

Page 860 of 1330 04/19/2015

www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
http://health.nv.gov/HCQC.htm
www.healthinsight.org
www.nvaging.net
https://dhcfp.nv.gov/index.htm
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet15.org
www.health.nv.gov

Page 861 of 1330 04/19/2015

NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	General health & health conditions
NV	Nevada	Health care facilities & services in my area
NV	Nevada	Health care facilities & services in my area
NV	Nevada	Health care facilities & services in my area
NV	Nevada	Health care facilities & services in my area
NV	Nevada	Health care facilities & services in my area
NV	Nevada	Help with my Medicare options & issues

Page 862 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

Page 863 of 1330 04/19/2015

National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Great Basin Primary Care Association	(775) 887-0417
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Nevada Check Up	(702) 486-1646
State Hospice Organization	Hospice and Palliative Care Association of California and Nevada	(916) 925-3770
SSA Social Security Administration	Social Security Administration	

Page 864 of 1330 04/19/2015

(800) 222-2225
(800) 891-5390
(800) 749-2257
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(855) 371-0417
(800) 677-1116
(800) 367-6274
(888) 252-1010
(800) 772-1213

Page 865 of 1330 04/19/2015



Page 866 of 1330 04/19/2015

niaic@nia.nih.gov

nkudic@info.niddk.nih.gov

(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	nhook@gbpca.org
	lce@aarp.org
	njshc@cybernex.net

Page 867 of 1330 04/19/2015

www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.nvpca.org www.aarp.org/LCE www.selfhelpgroups.org www.nevadacheckup.nv.gov www.calhospice.org www.socialsecurity.gov

www.nia.nih.gov

Page 868 of 1330 04/19/2015

NV	Nevada	Help with my Medicare options & issues
NV	Nevada	Help with my Medicare options & issues
NV	Nevada	Help with my Medicare options & issues
NV	Nevada	Help with my Medicare options & issues
NV	Nevada	Help with my Medicare options & issues
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs
NV	Nevada	Other insurance programs

Page 869 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare. General Medicare information, ordering Medicare booklets, and information about health plans. Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS. Medigap Policies Personalized health insurance counseling Children's Health Insurance Program Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits.

Page 870 of 1330 04/19/2015

RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, San Francisco Regional Office	(415) 744-3602
State Department of Insurance	Insurance Division of Nevada - Department of Business and Industry	(775) 687-0700
SHIP State Health Insurance Assistance Program	State Health Insurance Assistance Program (SHIP)	(702) 486-3478
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Nevada Department of Health and Human Services Division of Welfare and Supportive Services	(775) 687-4210
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Nevada Department of Health and Human Services Division of Welfare and Supportive Services	(702) 631-7098
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 871 of 1330 04/19/2015

Additional Email: medicare.railroad@	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 992-0900
		(800) 307-4444
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
		(800) 992-0900
		(800) 827-1000

Page 872 of 1330 04/19/2015



Page 873 of 1330 04/19/2015

javerplaetse@rrb.gov
kalopan@aging.nv.gov
retire@opm.gov
adsd@adsd.nv.gov

Page 874 of 1330 04/19/2015

www.rrb.gov
www.cms.gov
http://www.doi.nv.gov
http://NevadaShip.com
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.nvaging.net
www.hud.gov
www.dwss.nv.gov
www.va.gov
www.defense.gov

Page 875 of 1330 04/19/2015

NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Claims & billing
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services

Page 876 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Part B bills and services.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Page 877 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Empire Medicare Services	
Carrier	HealthNow of Upstate New York	
Carrier	Empire Medicare Services	
Carrier	Group Health Inc. (GHI Medicare)	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Health of New York State - Health Care Standards and Surveillance	(518) 402-1004
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060

Page 878 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(866) 815-5440
	(800) 804-5447
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 879 of 1330 04/19/2015

Jurisdiction A 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950 (866) 868-2289

Page 880 of 1330 04/19/2015

medicare.railroad@palmettogba.com hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 881 of 1330 04/19/2015

www.medicarenhic.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
umd.nycpic.com
www.ghimedicare.com
www.oig.hhs.gov
www.health.state.ny.us
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org

Page 882 of 1330 04/19/2015

NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	Complaints about my care or services
NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	General health & health conditions

Page 883 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Financial assistance and educational materials for people with kidney disease.

Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease.

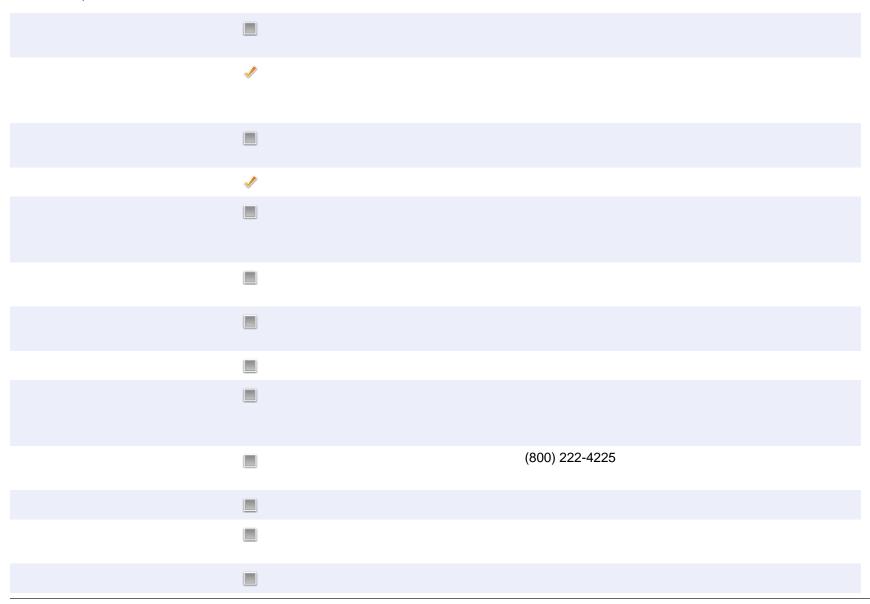
Page 884 of 1330 04/19/2015

Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Public Health of New York - Division of Home and Community Based Services	(518) 408-1638
QIO - Quality Improvement Organization (Quality Innovation Network)	Atlantic Quality Improvement Network	(516) 326-7767
Ombudsman	Office for the Aging of New York State	(518) 408-1469
Medicaid - Report Fraud	Office of Medicaid Inspector General (formerly New York State Department of Health)	(518) 402-1378
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New Jersey, New York, Puerto Rico, and Virgin Islands	(212) 264-3313
ESRD End-Stage Renal Disease Networks	ESRD NW of New York - Network 2	(516) 209-5578
Nursing Home State Survey Agency	Office of Medicaid Inspector General (formerly New York State Department of Health)	(518) 402-5447
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052

Page 885 of 1330 04/19/2015

	(800) 628-5972
(516) 326-6182	
	(800) 342-9871
	(877) 873-7283
(212) 264-2355	
	(800) 238-3773
	(888) 201-4563
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299

Page 886 of 1330 04/19/2015



Page 887 of 1330 04/19/2015

Based on Helpful Contacts Data	
	mark.miller@aging.ny.gov
	info@nw2.esrd.net
	niaic@nia.nih.gov
	niaic@nia.niin.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

Page 888 of 1330 04/19/2015

•
www.jointcommission.org
www.health.state.ny.us
www.ipro.org
http://www.ltcombudsman.ny.gov/
www.omig.ny.gov
www.medicareappeal.com
www.hhs.gov/ocr
www.esrd.ipro.org
www.health.state.ny.us
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org

Page 889 of 1330 04/19/2015

NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	General health & health conditions
NY	New York	Health care facilities & services in my area
NY	New York	Health care facilities & services in my area
NY	New York	Health care facilities & services in my area
NY	New York	Health care facilities & services in my area
NY	New York	Health care facilities & services in my area
NY	New York	Help with my Medicare options & issues
NY	New York	Help with my Medicare options & issues
NY	New York	Help with my Medicare options & issues
NY	New York	Help with my Medicare options & issues

Page 890 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 891 of 1330 04/19/2015

American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Community Health Care Association of New York State, Inc.	(212) 279-9686
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	New York Child Health Plus	
State Hospice Organization	Hospice and Palliative Care Association of New York State	(518) 446-1483
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, New York Regional Office	(212) 616-2222

Page 892 of 1330 04/19/2015

		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(855) 355-5777
		(800) 860-9808
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 449-5661

Page 893 of 1330 04/19/2015



Page 894 of 1330 04/19/2015

(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
(800) 698-4543	
	info@hpcanys.org
	javerplaetse@rrb.gov

Page 895 of 1330 04/19/2015

www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.chcanys.org www.aarp.org/LCE www.selfhelpgroups.org http://www.health.state.ny.us/nysdoh/chplus/index.htm www.hpcanys.org www.socialsecurity.gov www.rrb.gov www.cms.gov

Page 896 of 1330 04/19/2015

NY	New York	Help with my Medicare options & issues
NY	New York	Help with my Medicare options & issues
NY	New York	Other insurance programs
NY	New York	Other insurance programs
NY	New York	Other insurance programs
NY	New York	Other insurance programs
NY	New York	Other insurance programs
NY	New York	Other insurance programs
NY	New York	Other insurance programs
NY	New York	Other insurance programs
ОН	Ohio	Claims & billing
ОН	Ohio	Claims & billing
ОН	Ohio	Claims & billing
ОН	Ohio	Claims & billing
ОН	Ohio	Claims & billing

Page 897 of 1330 04/19/2015

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Page 898 of 1330 04/19/2015

State Department of Insurance	Department of Financal Service	(212) 480-6400
SHIP State Health Insurance Assistance Program	Health Insurance Information Counseling and Assistance Program (HIICAP)	(800) 342-9871
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Office of Medicaid Inspector General (formerly New York State Department of Health)	
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Office of Medicaid Inspector General (formerly New York State Department of Health)	(518) 473-3782
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	National Government Services	

Page 899 of 1330 04/19/2015

and the second s		
		(800) 342-3736
		(800) 701-0501
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(866) 881-2809
	(202) 708-1455	(800) 569-4287
		(800) 541-2831
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227

Page 900 of 1330 04/19/2015

(800) 878-5707 Jurisdiction B 1-800-MEDICARE 1-800-MEDICARE

Page 901 of 1330 04/19/2015

Brenda.LaMere@ofa.state.ny.us
retire@opm.gov
information@omig.ny.gov
medicare.railroad@palmettogba.com

Page 902 of 1330 04/19/2015

http://www.aging.ny.gov/HealthBenefits/Index.cfm
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.health.state.ny.us
www.hud.gov
www.omig.ny.gov
www.va.gov
www.defense.gov
www.ngsmedicare.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov

www.dfs.ny.gov

Page 903 of 1330 04/19/2015

ОН	Ohio	Claims & billing
ОН	Ohio	Claims & billing
ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
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ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services

Page 904 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Report Medicaid fraud and abuse.

Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

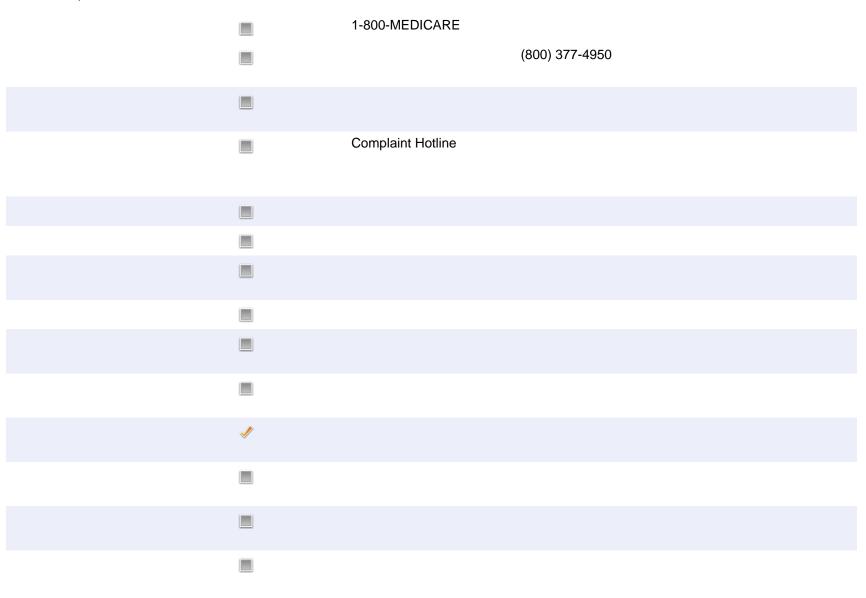
Page 905 of 1330 04/19/2015

Carrier	Noridian	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Dept of Health of Ohio-Bureau of Information and Operational Support-Division of Quality Assurance	(614) 995-7466
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Ohio Department of Health Community Health Care Facilities & Services	(614) 995-7466
QIO - Quality Improvement Organization (Quality Innovation Network)	Health Services Advisory Group	(602) 801-6600
Ombudsman	Department of Aging of Ohio - Elder Rights Unit	(614) 466-1221
Medicaid - Report Fraud	Department of Job and Family Services	(614) 466-0722

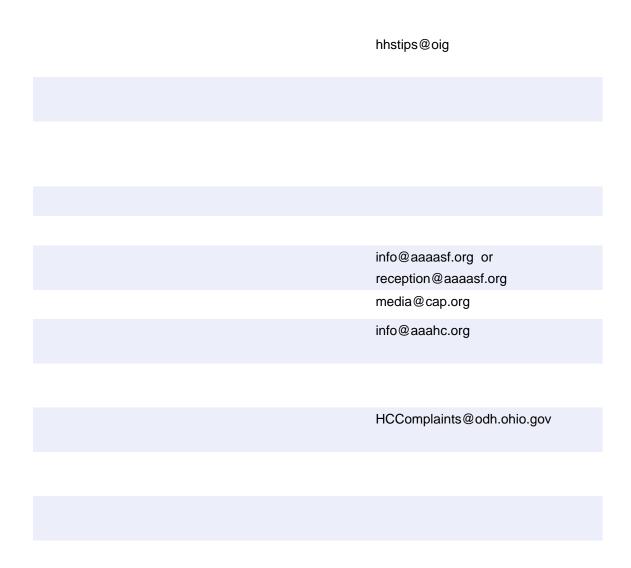
Page 906 of 1330 04/19/2015

·	
	(800) 633-4227
	(800) 447-8477
	(855) 408-8557
	(800) 342-0553
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 342-0553
	(800) 282-1206
	(800) 228-0515

Page 907 of 1330 04/19/2015



Page 908 of 1330 04/19/2015



Page 909 of 1330 04/19/2015

www.palmettogba.com
www.oig.hhs.gov
www.keproqio.com
www.odh.ohio.gov
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.odh.ohio.gov
www.hsag.com
www.aging.ohio.gov
http://jfs.ohio.gov/

Page 910 of 1330 04/19/2015

ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
ОН	Ohio	Complaints about my care or services
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	General health & health conditions
ОН	Ohio	Health care facilities & services in my area
ОН	Ohio	Health care facilities & services in my area

Page 911 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Page 912 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Center for Health Dispute Resolution (CHDR) MAXIMUS Center for Health Dispute (585) 425-5210 Resolution (CHDR) Office for Civil Rights Office for Civil Rights of the Mid-West (312) 886-2359 ESRD -- End-Stage Renal Disease Networks The Renal Network - Network 9/10 (317) 257-8265 Nursing Home State Survey Agency Bureau of Long Term Care of Ohio - Quality (614) 752-9524 Assurance National Institute on Aging Information Center National Institute on Aging Information Center American Association of Kidney Patients American Association of Kidney Patients (813) 636-8100 National Kidney and Urologic Diseases Information National Kidney and Urologic Diseases (301) 654-4415 Information American Kidney Fund (301) 881-3052 American Kidney Fund **American Cancer Society American Cancer Society** American Heart Association American Heart Association (214) 570-2000 National Cancer Institute's Cancer Information Service National Cancer Institute's Cancer Information Service Internal Revenue Service Internal Revenue Service Agency for Healthcare Research and Quality Agency for Healthcare Research and Quality (AHRQ) (AHRQ) National Kidney Foundation, Inc. National Kidney Foundation, Inc. (212) 889-2210 Primary Care Association of Ohio **Primary Care Association** (614) 884-3101 **Eldercare Location** DC longterm care Ombudsman program (202) 434-2120

Page 913 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

В	ased	on	He	Iptul	Con	tacts	Data	
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(:	312) 353-5693	
		(800) 456-6919
		(800) 222-2225
		(800) 749-2257
		(800) 891-5390
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(888) 884-3101
		(800) 677-1116

Page 914 of 1330 04/19/2015



Page 915 of 1330 04/19/2015

	info@nw10.esrd.net
	LICCERT@odh.ohio.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	Ihusein@ohiocac.org
	lce@aarp.org

Page 916 of 1330 04/19/2015

www.medicareappeal.com
www.hhs.gov/ocr
www.therenalnetwork.org
http://www.odh.ohio.gov/
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
www.ohiochc.org
www.aarp.org/LCE

Page 917 of 1330 04/19/2015

ОН	Ohio	Health care facilities & services in my area
ОН	Ohio	Health care facilities & services in my area
ОН	Ohio	Health care facilities & services in my area
ОН	Ohio	Help with my Medicare options & issues
ОН	Ohio	Help with my Medicare options & issues
ОН	Ohio	Help with my Medicare options & issues
ОН	Ohio	Help with my Medicare options & issues
ОН	Ohio	Help with my Medicare options & issues
ОН	Ohio	Help with my Medicare options & issues
ОН	Ohio	Other insurance programs
ОН	Ohio	Other insurance programs
ОН	Ohio	Other insurance programs
ОН	Ohio	Other insurance programs
ОН	Ohio	Other insurance programs
ОН	Ohio	Other insurance programs

Page 918 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

based off Helpful Contacts Data

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

Page 919 of 1330 04/19/2015

American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Healthy Start	(614) 466-2100
State Hospice Organization	Hospice and Palliative Care Organization of Ohio	(614) 763-0036
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Chicago Regional Office	(312) 353-7180
State Department of Insurance	Consumer Services Division of Ohio	(614) 644-2673
SHIP State Health Insurance Assistance Program	Ohio Senior Health Insurance Information Program (OSHIIP)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Ohio Department of Health	(614) 466-3543
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Job and Family Services of Ohio - Ohio Health Plans	

Page 920 of 1330 04/19/2015

Dadda dir ridipiai demada Da			
			(800) 367-6274
			(800) 324-8680
			(800) 776-9513
			(800) 772-1213
	Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227
		(614) 644-3745	(800) 686-1526
			(800) 686-1578
			(877) 543-7669
		(202) 606-2532	(888) 767-6738
			(800) 638-7072
		(202) 708-1455	(800) 569-4287
			(800) 324-8680

Page 921 of 1330 04/19/2015

/ 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 (800) 878-5707

Page 922 of 1330 04/19/2015

njshc@cybernex.net
cossl@odjfs.state.oh.us
javerplaetse@rrb.gov
oshiipmail@insurance.ohio.gov
retire@opm.gov

Page 923 of 1330 04/19/2015

www.selfhelpgroups.org http://jfs.ohio.gov/ohp www.midwestcarealliance.org www.socialsecurity.gov www.rrb.gov www.cms.gov www.insurance.ohio.gov www.insurance.ohio.gov www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.odh.ohio.gov/ www.hud.gov http://jfs.ohio.gov/ohp

Page 924 of 1330 04/19/2015

ОН	Ohio	Other insurance programs
ОН	Ohio	Other insurance programs
OK	Oklahoma	Claims & billing
ОК	Oklahoma	Claims & billing
OK	Oklahoma	Claims & billing
ОК	Oklahoma	Claims & billing
OK	Oklahoma	Claims & billing
ОК	Oklahoma	Claims & billing
OK	Oklahoma	Complaints about my care or services
OK	Oklahoma	Complaints about my care or services
OK	Oklahoma	Complaints about my care or services
ОК	Oklahoma	Complaints about my care or services
OK	Oklahoma	Complaints about my care or services
OK	Oklahoma	Complaints about my care or services
OK	Oklahoma	Complaints about my care or services
OK	Oklahoma	Complaints about my care or services

Page 925 of 1330 04/19/2015

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Page 926 of 1330 04/19/2015

Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Novitas Solutions, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Oklahoma State Department of Health	(405) 271-6576
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

Page 927 of 1330 04/19/2015

	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
(404) 271-6067	(800) 522-0203
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 928 of 1330 04/19/2015

1-800-MEDICARE (800) 377-4950

Page 929 of 1330 04/19/2015

medicare.railroad@palmettogba.com
hhstips@oig
LTC@health.ok.gov
info@aaaasf.org or
reception@aaaasf.org
media@cap.org
info@aaahc.org

Page 930 of 1330 04/19/2015

www.va.gov www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.novitas-solutions.com www.oig.hhs.gov www.keproqio.com www.ok.gov/health/ www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org

Page 931 of 1330 04/19/2015

OK Complaints about my care or services Oklahoma Complaints about my care or services OK Oklahoma OK Oklahoma Complaints about my care or services Complaints about my care or services OK Oklahoma OK Complaints about my care or services Oklahoma OK Oklahoma Complaints about my care or services OK Complaints about my care or services Oklahoma OK Complaints about my care or services Oklahoma OK Oklahoma General health & health conditions
Page 932 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 933 of 1330 04/19/2015

Home Health Agency	Oklahoma State Department of Health	(405) 271-6576
QIO - Quality Improvement Organization (Quality Innovation Network)	TMF	(512) 329-6610
Ombudsman	Long Term Care Ombudsman of Oklahoma	(405) 521-6734
Medicaid - Report Fraud	Health Care Authority	(405) 521-3921
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas	(214) 767-4056
ESRD End-Stage Renal Disease Networks	FMQAI-ESRD Newtwork 13	(405) 942-6000
Nursing Home State Survey Agency	Oklahoma State Department of Health	(405) 271-6868
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 934 of 1330 04/19/2015

(404) 271-6067	(800) 234-7258
	(800) 725-9216
	(800) 211-2116
	(800) 447-8477
(214) 767-8940	
	(800) 472-8664
(404) 271-6067	(800) 747-8419
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237

Page 935 of 1330 04/19/2015

(877) 486-2048 (800) 222-4225 (866) 228-4327 **Quit Smoking Program** (877) 448-7848

Page 936 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based	on He	lpful	Contacts	Data
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(800) 242-8721

(405) 271-1337	LTC@health.ok.gov
	ester.houser@okdhs.org

	Lduval@nw13.esrd.net
(405) 271-1337	LTC@health.ok.gov
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

inqueries@heart.org

cancergovstaff@mail.nih.gov

Page 937 of 1330 04/19/2015

www.ok.gov/health/
www.tmf.org
www.okdhs.org/aging
https://www.okhca.org/
www.medicareappeal.com
www.hhs.gov/ocr
www.network13.org
www.ok.gov/health/
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov

Page 938 of 1330 04/19/2015

ОК	Oklahoma	General health & health conditions
OK	Oklahoma	General health & health conditions
ОК	Oklahoma	General health & health conditions
OK	Oklahoma	Health care facilities & services in my area
ОК	Oklahoma	Health care facilities & services in my area
ОК	Oklahoma	Health care facilities & services in my area
OK	Oklahoma	Health care facilities & services in my area
ОК	Oklahoma	Health care facilities & services in my area
OK	Oklahoma	Help with my Medicare options & issues
OK	Oklahoma	Help with my Medicare options & issues
ОК	Oklahoma	Help with my Medicare options & issues
OK	Oklahoma	Help with my Medicare options & issues
OK	Oklahoma	Help with my Medicare options & issues
OK	Oklahoma	Help with my Medicare options & issues
OK	Oklahoma	Other insurance programs

Page 939 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Page 940 of 1330 04/19/2015

Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Oklahoma Primary Care Association	(405) 424-2282
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	SoonerCare	(405) 522-7300
State Hospice Organization	Hospice Association of Oklahoma	(405) 513-8602
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Dallas Regional Office	(214) 767-6423
State Department of Insurance	Insurance Department of Oklahoma - Consumer Service Division	(405) 521-2828
SHIP State Health Insurance Assistance Program	Oklahoma Medicare Assistance Program (MAP)	(405) 521-6628
CHIP Insure Kids Now	Children's Health Insurance Program	

Page 941 of 1330 04/19/2015

		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 454-4412
		(800) 677-1116
		(800) 367-6274
Option 1		(800) 987-7767
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 522-0071
		(800) 763-2828
		(877) 543-7669

Page 942 of 1330 04/19/2015

(888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 **/**

Page 943 of 1330 04/19/2015

ahrqpubs@ahrq.gov
lce@aarp.org
njshc@cybernex.net
info@okhospice.org
javerplaetse@rrb.gov
ray.walker@oid.ok.gov

Page 944 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
http://okpca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
www.okhca.org
WWW.okhospice.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.ok.gov/oid
MAP.oid.ok.gov
www.insurekidsnow.gov

Page 945 of 1330 04/19/2015

OK	Oklahoma	Other insurance programs
OK	Oklahoma	Other insurance programs
OK	Oklahoma	Other insurance programs
OK	Oklahoma	Other insurance programs
OK	Oklahoma	Other insurance programs
OK	Oklahoma	Other insurance programs
ОК	Oklahoma	Other insurance programs
OR	Oregon	Claims & billing
OR	Oregon	Claims & billing
OR	Oregon	Claims & billing
OR	Oregon	Claims & billing
OR	Oregon	Claims & billing
OR	Oregon	Claims & billing
OR	Oregon	Claims & billing
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services

Page 946 of 1330 04/19/2015

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

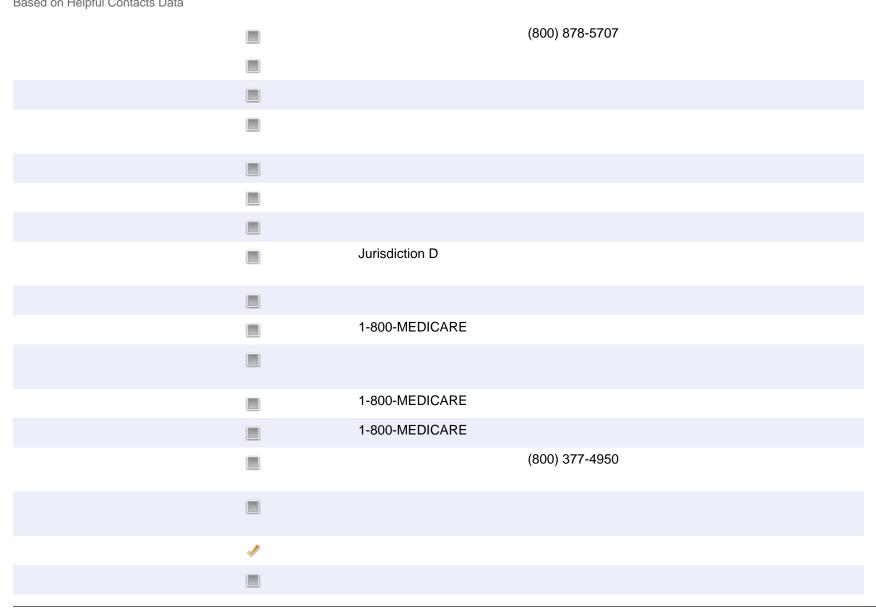
Page 947 of 1330 04/19/2015

Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Oklahoma State Department of Health	(405) 271-5600
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Health Care Authority of Oklahoma	(405) 522-7171
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Oregon Health Authority	(971) 673-0540
American Hospital Association	American Hospital Association	(312) 422-3000

Page 948 of 1330 04/19/2015

(000) 000 000	(222) =2= 2=2
(202) 606-2532	(888) 767-6738
	(800) 638-7072
	(800) 522-0203
(202) 708-1455	(800) 569-4287
	(800) 522-0310
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
(877) 588-1123	(877) 588-1123
(971) 673-0372	(800) 542-5186
	(800) 424-4301

Page 949 of 1330 04/19/2015



Page 950 of 1330 04/19/2015

retire@opm.gov

webmaster@health.ok.gov.
medicare.railroad@palmettogba.com
hhstips@oig

Page 951 of 1330 04/19/2015

www.opm.gov\retire http://owcp.dol.acs-inc.com www.ok.gov/health www.hud.gov www.okhca.org www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov medicare.regence.com www.oig.hhs.gov www.healthoregon.org/hcrqi www.aha.org

Page 952 of 1330 04/19/2015

OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	Complaints about my care or services
OR	Oregon	General health & health conditions

Page 953 of 1330 04/19/2015

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Page 954 of 1330 04/19/2015

American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Healthcare Regulation and Quality Improvement Healthcare Licensure and Certification of Oregon	(971) 673-0540
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthInsight	(801) 892-0155
Ombudsman	Long Term Care Ombudsman of Oregon	(503) 378-6533
Medicaid - Report Fraud	Department of Human Services	
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Alaska, Idaho, Oregon, and Washington	(206) 615-2290
ESRD End-Stage Renal Disease Networks	Northwest Renal Network - Network 16	(206) 923-0714
Nursing Home State Survey Agency	DHS office of Licensing & Regulatory Oversight	(503) 945-5811
National Institute on Aging Information Center	National Institute on Aging Information Center	

Page 955 of 1330 04/19/2015

Zuccu chi nopiai comado Zula		
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
	(917) 673-0372	
	(503) 378-5847	(800) 522-2602
		(888) 372-8301
	(206) 615-2296	
		(800) 262-1514
or 503-945-5944		(800) 232-3020
		(800) 222-2225

Page 956 of 1330 04/19/2015

Amanda Gulliksen (800) 282-8096 (800) 222-4225

Page 957 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org
info@aaahc.org
mailbox.HCLC@state.or.us
ltco.contract@state.or.us
ocrmail@of.dhhs.gov
shechinson@nw16.esrd.net
spd.web@state.or.us
niaic@nia.nih.gov

Page 958 of 1330 04/19/2015

www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.public.health.oregon.gov www.healthinsight.org www.oregon.gov/LTCO http://www.oregon.gov/DHS/aboutdhs/fraud/ www.medicareappeal.com www.hhs.gov/ocr www.nwrenalnetwork.org www.oregon.gov/dhs www.nia.nih.gov

Page 959 of 1330 04/19/2015

OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	General health & health conditions
OR	Oregon	Health care facilities & services in my area
OR	Oregon	Health care facilities & services in my area
OR	Oregon	Health care facilities & services in my area
OR	Oregon	Health care facilities & services in my area
OR	Oregon	Health care facilities & services in my area
OR	Oregon	Help with my Medicare options & issues
OR	Oregon	Help with my Medicare options & issues

Page 960 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

Page 961 of 1330 04/19/2015

National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Oregon Primary Care Association	(503) 228-8852
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Oregon Health Plan	(503) 945-5772
State Hospice Organization	Hospice Association of Oregon	(503) 228-2104
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	

Page 962 of 1330 04/19/2015

Dadou dir Fioipiai domadio Dat			
			(800) 891-5390
			(800) 749-2257
			(800) 638-8299
			(800) 227-2345
			(800) 242-8721
			(800) 422-6237
			(800) 829-1040
			(800) 358-9295
			(800) 622-9010
			(800) 677-1116
			(800) 367-6274
			(877) 314-5678
			(888) 229-2104
			(800) 772-1213
	Additional Email:	(312) 751-4701	(877) 772-5772

Page 963 of 1330 04/19/2015

(866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-

Page 964 of 1330 04/19/2015

Bacca chi holpiai contacto Bata	
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

	lce@aarp.org
	njshc@cybernex.net
(800) 273-0557	dhs.info@state.or.us
	info@oregonhospice.org
	javerplaetse@rrb.gov

Page 965 of 1330 04/19/2015

www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.orpca.org/ www.aarp.org/LCE www.selfhelpgroups.org http://www.oregon.gov/DHS/healthplan/ www.oregonhospice.org www.socialsecurity.gov www.rrb.gov

Page 966 of 1330 04/19/2015

OR	Oregon	Help with my Medicare options & issues
OR	Oregon	Help with my Medicare options & issues
OR	Oregon	Help with my Medicare options & issues
OR	Oregon	Help with my Medicare options & issues
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
OR	Oregon	Other insurance programs
PA	Pennsylvania	Claims & billing
PA	Pennsylvania	Claims & billing
PA	Pennsylvania	Claims & billing
PA	Pennsylvania	Claims & billing

Page 967 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Page 968 of 1330 04/19/2015

1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Seattle Regional Office	(206) 615-2354
State Department of Insurance	Insurance Division of Oregon - Consumer and Business Services	(503) 947-7984
SHIP State Health Insurance Assistance Program	Senior Health Insurance Benefits Assistance (SHIBA)	(503) 947-7979
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Oregon Health Authority	(503) 945-5944
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Oregon Health Authority	(503) 945-5712
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	

Page 969 of 1330 04/19/2015

medicare.railroad@palmettogba.com

	(800) 633-4227
	(888) 877-4894
	(800) 722-4134
	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(503) 945-6214	
(202) 708-1455	(800) 569-4287
	(800) 527-5772
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627

Page 970 of 1330 04/19/2015



Page 971 of 1330 04/19/2015

dcbs.insmail@state.or.us
shiba.oregon@state.or.us
retire@opm.gov
dmap.info@state.or.us
dhs.info@state.or.us
medicare.railroad@palmettogba.com

Page 972 of 1330 04/19/2015

www.cms.gov
www.insurance.oregon.gov
http://oregonshiba.org/
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.oregon.gov/dhs/healthplan/index.shtml
www.hud.gov
www.oregon.gov/dhs
www.va.gov
www.defense.gov
www.medicarenhic.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov

Page 973 of 1330 04/19/2015

PA	Pennsylvania	Claims & billing
PA	Pennsylvania	Claims & billing
PA	Pennsylvania	Claims & billing
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
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PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services

Page 974 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Page 975 of 1330 04/19/2015

(BCRC) Fiscal Intermediary **Highmark Medicare Services Highmark Medicare Services** Carrier OIG (DHHS) -- Office of the Inspector General (Department Department of Health and Human Services -(202) 619-1343 of Health and Human Services) Office of Inspector General QIO - Quality Improvement Organization (Beneficiary and Livanta, LLC Family Centered Care) **ESRD State Survey Agency** Department of Health of Pennsylvania -(717) 772-2762 Division of Home Health American Hospital Association American Hospital Association (312) 422-3000 American Board of N American Association Surgical Facilities College of American Accreditation Associ Joint Commission or

	Page 976 of 1330		04/1
Medicaid - Report Fraud	Department of Public Welfare		
Ombudsman	Department of Aging of Pennsylvania	(717) 783-1550	
QIO - Quality Improvement Organization (Quality Innovation Network)	Quality Insights Quality Innovation Network	(304) 346-9864	
Home Health Agency	Department of Health of Pennsylvania - Division of Home Health	(717) 783-1379	
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800	
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060	
College of American Pathologists	College of American Pathologists	(847) 832-7000	
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970	
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600	
American nospital Association	American nospital Association	(312) 422-3000	

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(800) 633-4227
(800) 633-4227
(800) 447-8477
(866) 815-5440
(800) 225-7223
(800) 424-4301
(866) 275-2267
(888) 545-5222
(800) 323-4040
(800) 254-5164
(866) 379-8477

Page 977 of 1330 04/19/2015



Page 978 of 1330 04/19/2015

hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 979 of 1330 04/19/2015

www.oig.hhs.gov
www.health.state.pa.us
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.health.state.pa.us
www.qualityinsights-qin.org
http://www.aging.state.pa.us/
http://www.dpw.state.pa.us/dpworganization/officeofadminist

Page 980 of 1330 04/19/2015

PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	Complaints about my care or services
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	General health & health conditions
PA	Pennsylvania	Health care facilities & services in my area
PA	Pennsylvania	Health care facilities & services in my area

Page 981 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

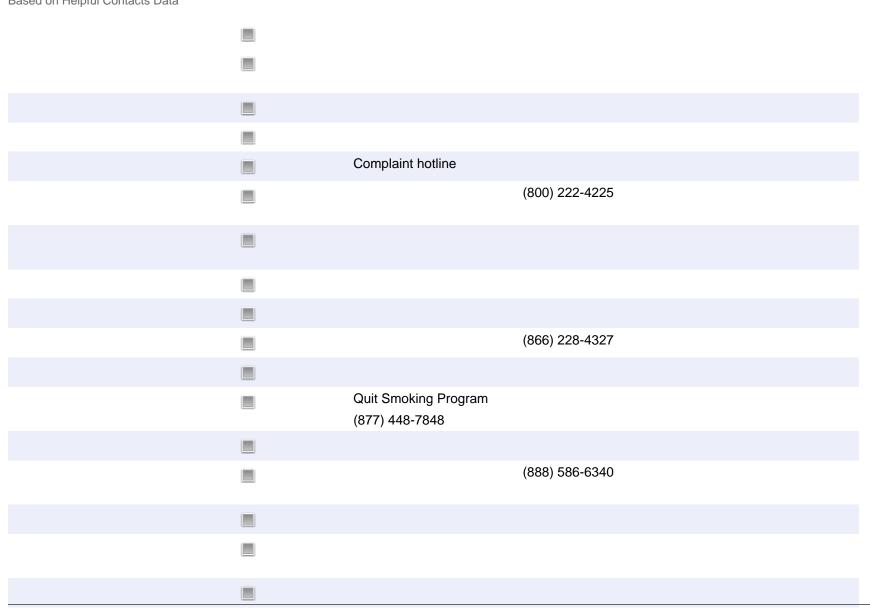
Page 982 of 1330 04/19/2015

Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-Atlantic	(215) 861-4441
ESRD End-Stage Renal Disease Networks	ESRD Network 4, Inc.	(610) 265-2418
Nursing Home State Survey Agency	Pennsylvania Department of Health	(717) 787-1816
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Forum for Primary Health Care of Pennsylvania	(717) 761-6443
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120

Page 983 of 1330 04/19/2015

(215) 861-4	440
	(800) 548-9205
	(800) 254-5164
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
	(866) 944-2273
	(800) 677-1116

Page 984 of 1330 04/19/2015



Page 985 of 1330 04/19/2015

	tlawson@nw4.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Ice@aarp.org

Page 986 of 1330 04/19/2015

ration/bpi/S_001936 www.medicareappeal.com www.hhs.gov/ocr http://qirn4.org www.health.state.pa.us www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.pachc.com/

www.aarp.org/LCE

Page 987 of 1330 04/19/2015

PA	Pennsylvania	Health care facilities & services in my area
PA	Pennsylvania	Health care facilities & services in my area
PA	Pennsylvania	Health care facilities & services in my area
PA	Pennsylvania	Help with my Medicare options & issues
PA	Pennsylvania	Help with my Medicare options & issues
PA	Pennsylvania	Help with my Medicare options & issues
PA	Pennsylvania	Help with my Medicare options & issues
PA	Pennsylvania	Help with my Medicare options & issues
PA	Pennsylvania	Help with my Medicare options & issues
PA	Pennsylvania	Other insurance programs
PA	Pennsylvania	Other insurance programs
PA	Pennsylvania	Other insurance programs
PA	Pennsylvania	Other insurance programs
PA	Pennsylvania	Other insurance programs
PA	Pennsylvania	Other insurance programs

Page 988 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

Page 989 of 1330 04/19/2015

American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Pennsylvania's Children's Health Insurance Program	
State Hospice Organization	Pennsylvania Hospice Network	(717) 533-4002
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Philadelphia Regional Office	(215) 861-4140
State Department of Insurance	Insurance Department of Pennsylvania	(717) 787-2317
SHIP State Health Insurance Assistance Program	APPRISE	(717) 783-1550
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Pennsylvania Department of Health	
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Public Welfare of Pennsylvania	

Page 990 of 1330 04/19/2015

Badda dii Nolpiai ddiiadda Bala		
		(800) 367-6274
		(800) 986-5437
		(866) 554-6774
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
	(717) 783-3898	(877) 881-6388
		(800) 783-7067
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(877) 724-3258
	(202) 708-1455	(800) 569-4287
		(800) 692-7462

Page 991 of 1330 04/19/2015



Page 992 of 1330 04/19/2015

njshc@cybernex.net
phn@pahospice.org
javerplaetse@rrb.gov
aging@state.pa.us
retire@opm.gov

Page 993 of 1330 04/19/2015

www.selfhelpgroups.org
www.Chipcoverspakids.com
www.pahospice.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
http://www.pahealthoptions.com
http://www.aging.state.pa.us
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.health.state.pa.us
www.hud.gov
www.dpw.state.pa.us

Page 994 of 1330 04/19/2015

PA	Pennsylvania	Other insurance programs
PA	Pennsylvania	Other insurance programs
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Claims & billing
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services

Page 995 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not.

Page 996 of 1330 04/19/2015

Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Cooperativa De Seguros De Vida (COSVI)	
Carrier	First Coast Services Options, Inc.	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Departamento de Salud	(787) 765-2929
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare	Joint Commission on Accreditation of	(630) 792-5800

Page 997 of 1330 04/19/2015

	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(866) 815-5440
	(800) 981-5721
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 998 of 1330 04/19/2015

1-800-MEDICARE 1-800-MEDICARE (800) 377-4950 (866) 868-2289

Page 999 of 1330 04/19/2015

medicare.railroad@palmettogba.com hhstips@oig info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org

Page 1000 of 1330 04/19/2015

www.va.gov
www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.fcso.com
www.oig.hhs.gov
www.salud.gov.pr
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org

Page 1001 of 1330 04/19/2015

PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	Complaints about my care or services
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions

Page 1002 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic



Page 1003 of 1330 04/19/2015

Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
QIO - Quality Improvement Organization (Quality Innovation Network)	TMF	(512) 329-6610
Ombudsman	Office of the Regional Administrator Region 2	(787) 294-1681
Medicaid - Report Fraud	Puerto Rico Health Insurance Administration	(787) 474-3300
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New Jersey, New York, Puerto Rico, and Virgin Islands	(212) 264-3313
ESRD End-Stage Renal Disease Networks	Quality Insights Renal Network 3 - formerly - Trans-Atlantic Renal Council - Network 3	(609) 490-0310
Nursing Home State Survey Agency	Departamento de Salud (formerly - Department of Family Services and Children of Puerto Rico)	(787) 765-2929
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000

Page 1004 of 1330 04/19/2015

	(800) 725-9216
	(800) 981-2737
(212) 264-2355	
	(888) 877-8400
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(000) 001 0000
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721

Page 1005 of 1330 04/19/2015

Based on Helpful Contacts Data



Page 1006 of 1330 04/19/2015

•	
	webmaster@pr.gov
	qirn3@nw3.esrd.net
	webmaster@salud.gov.pr
	webmaster@salad.gov.pr
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(555) 555 2555	
(22)	
(800) 242-8721	inqueries@heart.org

Page 1007 of 1330 04/19/2015

www.tmf.org http://www2.pr.gov/Directorios/Pages/InfoAgencia.aspx?PRI FA=187 www.medicareappeal.com www.hhs.gov/ocr www.qirn3.org www.salud.gov.pr www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/

Page 1008 of 1330 04/19/2015

PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	General health & health conditions
PR	Puerto Rico	Health care facilities & services in my area
PR	Puerto Rico	Health care facilities & services in my area
PR	Puerto Rico	Health care facilities & services in my area
PR	Puerto Rico	Health care facilities & services in my area
PR	Puerto Rico	Help with my Medicare options & issues
PR	Puerto Rico	Help with my Medicare options & issues
PR	Puerto Rico	Help with my Medicare options & issues
PR	Puerto Rico	Help with my Medicare options & issues
PR	Puerto Rico	Help with my Medicare options & issues
PR	Puerto Rico	Help with my Medicare options & issues

Page 1009 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Associacion de Salud Primaria de Puerto Rico, Inc.	(787) 758-3411
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
State Hospice Organization	Home Health and Hospice Association of Puerto Rico	(787) 758-0168
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, New York Regional Office	(212) 616-2222
State Department of Insurance	Commissioner of Insurance of Puerto Rico	(787) 304-8686
SHIP State Health Insurance Assistance Program	State Health Insurance Assistance Program (SHIP)	(787) 721-6121

Page 1011 of 1330 04/19/2015

		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 981-2364
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 449-5661
		(888) 722-8686
8009817735 south of island 8009810056 west of island		(877) 725-4300

Page 1012 of 1330 04/19/2015



Page 1013 of 1330 04/19/2015

cancergovstaff@mail.nih.gov
ahrqpubs@ahrq.gov
acsppr@coqui.net
lce@aarp.org
njshc@cybernex.net
eyleenro@coqui.net
javerplaetse@rrb.gov
apujol@oppea.pr.gov

Page 1014 of 1330 04/19/2015

www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.saludprimariapr.org www.aarp.org/LCE www.selfhelpgroups.org www.socialsecurity.gov www.rrb.gov www.cms.gov www.ocs.gobierno.pr www.oppea.pr.gov

Page 1015 of 1330 04/19/2015

PR	Puerto Rico	Other insurance programs
PR	Puerto Rico	Other insurance programs
PR	Puerto Rico	Other insurance programs
PR	Puerto Rico	Other insurance programs
PR	Puerto Rico	Other insurance programs
PR	Puerto Rico	Other insurance programs
PR	Puerto Rico	Other insurance programs
RI	Rhode Island	Claims & billing
RI	Rhode Island	Claims & billing
RI	Rhode Island	Claims & billing
RI	Rhode Island	Claims & billing
RI	Rhode Island	Claims & billing
RI	Rhode Island	Claims & billing
RI	Rhode Island	Claims & billing
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services

Page 1016 of 1330 04/19/2015

Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.
Part A bills and services, hospital care, skilled nursing care, and fraud.
Part B bills and services.
Reporting fraud.
Complaints about quality of care, and filing an appeal or complaint.
Complaints about the quality of care in dialysis facilities.

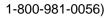
Page 1017 of 1330 04/19/2015

CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Medicaid Office of Puerto Rico and Virgin Islands	(787) 765-2929
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Associated Hospital Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Arkansas Blue Cross and Blue Shield	
Carrier	Arkansas Blue Cross and Blue Shield	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Health of Rhode Island -	(401) 222-2566

Page 1018 of 1330 04/19/2015

	(877) 543-7669
(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(866) 815-5440
(401) 256-5511	

Page 1019 of 1330 04/19/2015





Page 1020 of 1330 04/19/2015

retire@opm.gov
medicare.railroad@palmettogba.com
medicare@bcbsme.com
hhstips@oig
website.doh@health.ri.gov

Page 1021 of 1330 04/19/2015

www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.hud.gov
www.salud.gov.pr
www.va.gov
www.defense.gov
www.medicarenhic.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.oig.hhs.gov
www.health.ri.gov

Page 1022 of 1330 04/19/2015

RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
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RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	Complaints about my care or services
RI	Rhode Island	General health & health conditions

Page 1023 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Page 1024 of 1330 04/19/2015

	Division of Facilities Regulation	
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Rhode Island Department of Health	(401) 222-2566
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthCentric Advisors	(401) 528-3200
Ombudsman	The Alliance for Better Long Term Care	(401) 785-3340
Medicaid - Report Fraud	Department of Human Services	(401) 415-8300
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New England	(617) 565-1340
ESRD End-Stage Renal Disease Networks	ESRD Network of New England - Network 1	(203) 387-9332
Nursing Home State Survey Agency	Rhode Island Department of Health	(401) 222-5960
National Institute on Aging Information Center	National Institute on Aging Information Center	

Page 1025 of 1330 04/19/2015

Based on Helpful Gontacts Bata		
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 942-7434
		(888) 351-0808
	(0.17) 505 4040	
	(617) 565-1343	
		(866) 286-3773
		(800) 222-2225

Page 1026 of 1330 04/19/2015

complaints
(800) 222-4225

Page 1027 of 1330 04/19/2015

•		
		nfo@aaaasf.org or reception@aaaasf.org
		media@cap.org
		nfo@aaahc.org
	٧	website.doh@health.ri.gov
	5	stateomb@alliancebltc.org
	i	nfo@nw1.esrd.net
	V	website.doh@health.ri.gov
	r	niaic@nia.nih.gov

Page 1028 of 1330 04/19/2015

www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org www.jointcommission.org www.health.ri.gov www.healthcentricadvisors.org alliancebltc.com https://www.dhs.ri.gov/dynamic/fraudAbuseIntro.jsp www.medicareappeal.com www.hhs.gov/ocr www.networkofnewengland.org www.health.ri.gov www.nia.nih.gov

Page 1029 of 1330 04/19/2015

RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	General health & health conditions
RI	Rhode Island	Health care facilities & services in my area
RI	Rhode Island	Health care facilities & services in my area
RI	Rhode Island	Health care facilities & services in my area
RI	Rhode Island	Health care facilities & services in my area
RI	Rhode Island	Health care facilities & services in my area
RI	Rhode Island	Help with my Medicare options & issues
RI	Rhode Island	Help with my Medicare options & issues

Page 1030 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

Page 1031 of 1330 04/19/2015

National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Health Center Association of Rhode Island	(401) 274-1771
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	RIte Care	(401) 462-5300
State Hospice Organization	Home and Hospice Care of Rhode Island	(401) 727-7070
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	

Page 1032 of 1330 04/19/2015

Additional Email:

(800) 891-5390 (800) 749-2257 (800) 638-8299 (800) 227-2345 (800) 242-8721 (800) 422-6237 (800) 829-1040 (800) 358-9295 (800) 622-9010 (800) 677-1116 (800) 367-6274 (401) 462-3363 (800) 338-6555 (800) 772-1213

Page 1033 of 1330 04/19/2015

(877) 772-5772

(312) 751-4701

(866) 228-4327 **Quit Smoking Program** (877) 448-7848 (888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-

Page 1034 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful	Contacts Data
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	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	info@rihca.org
	lce@aarp.org
	njshc@cybernex.net
	iovernle etce @rrh. gov
	javerplaetse@rrb.gov

Page 1035 of 1330 04/19/2015

www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.rihca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
www.dhs.ri.gov
www.hhcri.org
www.socialsecurity.gov
www.rrb.gov

Page 1036 of 1330 04/19/2015

RI	Rhode Island	Help with my Medicare options & issues
RI	Rhode Island	Help with my Medicare options & issues
RI	Rhode Island	Help with my Medicare options & issues
RI	Rhode Island	Help with my Medicare options & issues
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
RI	Rhode Island	Other insurance programs
SC	South Carolina	Claims & billing
SC	South Carolina	Claims & billing
SC	South Carolina	Claims & billing
SC	South Carolina	Claims & billing

Page 1037 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Boston Regional Office	(617) 565-1232
State Department of Insurance	Department of Business Regulation of Rhode Island - Insurance Division	(401) 462-9500
SHIP State Health Insurance Assistance Program	Senior Health Insurance Program (SHIP)	(401) 462-0510
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Rhode Island Department of Health	(401) 222-5960
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Executive Office of Health and Human Services	(401) 462-5300
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	

Page 1039 of 1330 04/19/2015

medicare.railroad@palmettogba.com

(000)	633-4227
เซบบา	0.33-4227

4014623000 General info	(401) 462-0740	
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 942-7434
	(202) 708-1455	(800) 569-4287
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627

Page 1040 of 1330 04/19/2015



Page 1041 of 1330 04/19/2015

mstoeckel@dea.ri.gov
9
retire@opm.gov
website.doh@health.ri.gov
omurray@abbs ri gay
emurray@ohhs.ri.gov
medicare.railroad@palmettogba.com

Page 1042 of 1330 04/19/2015

www.cms.gov
http://www.dbr.state.ri.us
www.dea.ri.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.health.ri.gov
www.hud.gov
www.dhs.ri.gov
www.va.gov
www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov

Page 1043 of 1330 04/19/2015

SC	South Carolina	Claims & billing
SC	South Carolina	Claims & billing
SC	South Carolina	Claims & billing
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services

Page 1044 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

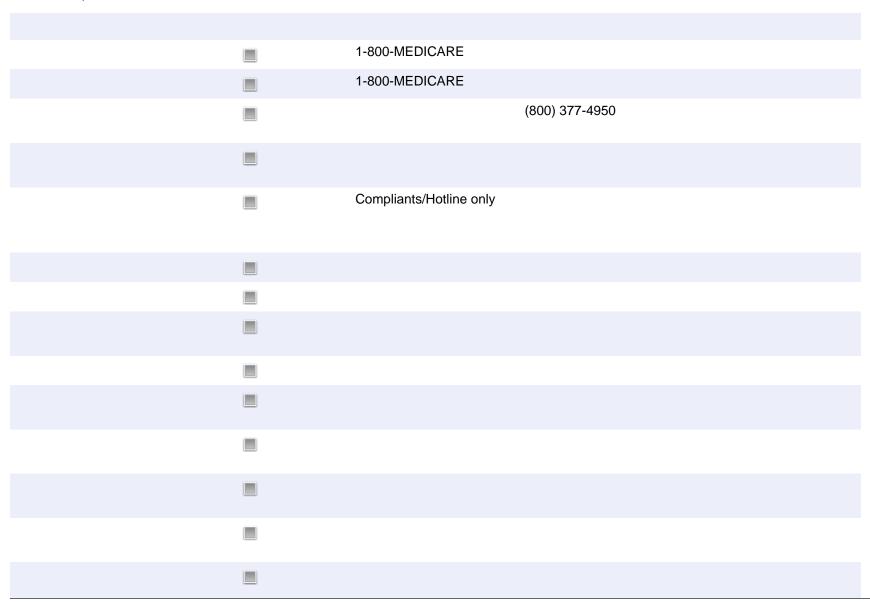
Page 1045 of 1330 04/19/2015

	(BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Noridian	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Department of Health of South Carolina - Bureau of Certification, Health Provider Division	(803) 545-4205
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Health and Environmental Control of South Carolina	(803) 898-3432
QIO - Quality Improvement Organization (Quality Innovation Network)	Atlantic Quality Improvement Network	(516) 326-7767
Ombudsman	(I-CARE) Insurance Counseling Assistance	(803) 734-9900

Page 1046 of 1330 04/19/2015

Dased of Freigital Contacts Data		
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477
		(844) 455-8708
		(800) 922-6735
		(800) 424-4301
		(866) 275-2267
		(888) 545-5222
		(800) 323-4040
		(800) 868-0404
	(516) 326-6182	
		(800) 868-9095

Page 1047 of 1330 04/19/2015



04/19/2015 Page 1048 of 1330

		hhstips@oig
		Till Stips & Olg
		info@aaaasf.org or
		reception@aaaasf.org
		media@cap.org
		info@aaahc.org
		3
		info@dhec.sc.gov
(800) 225-5254	55126	askus@aging.sc.gov
(555) 225 5254	00120	acitae © aging.so.gov

Page 1049 of 1330 04/19/2015

Based of Freipful Contacts Bata
www.oig.hhs.gov
www.keproqio.com
www.dhec.sc.gov
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.scdhec.net
www.ipro.org
www.aging.sc.gov

Page 1050 of 1330 04/19/2015

SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	Complaints about my care or services
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions
SC	South Carolina	General health & health conditions

Page 1051 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Support groups and educational materials for people with kidney disease.

Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer. Finding information on heart disease. Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information. Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes. Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Page 1052 of 1330 04/19/2015

	and Referrals for Elders	
Medicaid - Report Fraud	Department of Health and Human Services	(803) 734-3660
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
ESRD End-Stage Renal Disease Networks	Southeastern Kidney Council - Network 6	(919) 855-0882
Nursing Home State Survey Agency	Department of Health and Environmental Control of South Carolina - Bureau of Certification	(803) 545-4205
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210

Page 1053 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data	
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(888) 364-3224
(800) 524-7139
(800) 922-6735
(800) 222-2225
(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010

Page 1054 of 1330 04/19/2015



Page 1055 of 1330 04/19/2015

	info@nw6.esrd.net
	rushrf@dhec.sc.gov
	niaic@nia.nih.gov
	That of the thin the gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	obranuba@obra gov
	ahrqpubs@ahrq.gov

Page 1056 of 1330 04/19/2015

www.scag.gov/contact-us
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnetwork6.org
www.scdhec.gov
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org

Page 1057 of 1330 04/19/2015

SC	South Carolina	Health care facilities & services in my area
SC	South Carolina	Health care facilities & services in my area
SC	South Carolina	Health care facilities & services in my area
SC	South Carolina	Health care facilities & services in my area
SC	South Carolina	Health care facilities & services in my area
SC	South Carolina	Help with my Medicare options & issues
SC	South Carolina	Help with my Medicare options & issues
SC	South Carolina	Help with my Medicare options & issues
SC	South Carolina	Help with my Medicare options & issues
SC	South Carolina	Help with my Medicare options & issues
SC	South Carolina	Help with my Medicare options & issues
SC	South Carolina	Other insurance programs
SC	South Carolina	Other insurance programs
SC	South Carolina	Other insurance programs
SC	South Carolina	Other insurance programs

Page 1058 of 1330 04/19/2015

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Page 1059 of 1330 04/19/2015

Primary Care Association	Primary Health Care Association of South Carolina	(803) 788-2778
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Healthy Connection	(803) 898-2500
State Hospice Organization	Carolinas Center for Hospice & End-of-Life Care	(919) 459-5380
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
State Department of Insurance	Department of Insurance of South Carolina	(803) 737-6160
SHIP State Health Insurance Assistance Program	(I-CARE) Insurance Counseling Assistance and Referrals for Elders	(803) 734-9900
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	South Carolina Department of Health and Human Services	(803) 898-2500

Page 1060 of 1330 04/19/2015

		(800) 438-3895
		(800) 677-1116
		(800) 367-6274
		(888) 549-0820
		(800) 662-8859
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 868-9095
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(888) 549-0820

Page 1061 of 1330 04/19/2015



Page 1062 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based	on T	Helpfu	l Contacts	Data
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	info@scphca.org
	lce@aarp.org
	njshc@cybernex.net
(888) 549-0820	
	info@cchospice.org
	javerplaetse@rrb.gov
	consumers@doi.sc.gov
	mcdong@aging.sc.gov
	retire@opm.gov
	info@dhhs.state.sc.us

Page 1063 of 1330 04/19/2015

http://www.scphca.org/default.htm
www.aarp.org/LCE
www.selfhelpgroups.org
www.scdhhs.gov
www.cchospice.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.doi.sc.gov
www.aging.sc.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.dhhs.state.sc.us/

Page 1064 of 1330 04/19/2015

SC	South Carolina	Other insurance programs
SC	South Carolina	Other insurance programs
SC	South Carolina	Other insurance programs
SC	South Carolina	Other insurance programs
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Claims & billing
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services

Page 1065 of 1330 04/19/2015

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A and B bills and services, hospital care, skilled nursing care, and fraud. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not.

Page 1066 of 1330 04/19/2015

HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	South Carolina Department of Health and Human Services	(803) 898-2500
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Noridian Administrative Services	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	South Dakota Department of Health	(605) 773-3356
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory	American Association for Accreditation of	(847) 775-1970

Page 1067 of 1330 04/19/2015

(202) 708-1455	(800) 569-4287
	(888) 549-0820
	(800) 827-1000
	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 738-2301
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222

Page 1068 of 1330 04/19/2015

Jurisdiction D 1-800-MEDICARE Jurisdiction 3 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 1069 of 1330 04/19/2015

info@dhhs.state.sc.us
medicare.railroad@palmettogba.com
hhstips@oig
info@aaaasf.org or

Page 1070 of 1330 04/19/2015

www.hud.gov www.scdhhs.gov www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.noridianmedicare.com/ www.oig.hhs.gov www.keproqio.com www.doh.sd.gov www.aha.org www.abms.org www.AAAASF.org

Page 1071 of 1330 04/19/2015

SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	Complaints about my care or services
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions

Page 1072 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease.

Page 1073 of 1330 04/19/2015

Surgical Facilities	Ambulatory Surgical Facilities	
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Senior Health Information & Insurance Education (SHIINE)	(605) 773-3656
QIO - Quality Improvement Organization (Quality Innovation Network)	Great Plains Quality Innovation Network	(402) 476-1399
Ombudsman	Senior Health Information & Insurance Education (SHIINE)	(605) 773-3656
Medicaid - Report Fraud	Department of Social Services	(605) 773-3653
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of South Dakota	(303) 844-2024
ESRD End-Stage Renal Disease Networks	Renal Disease Network of the Upper Midwest, Inc Network 11	(651) 644-9877
Nursing Home State Survey Agency	South Dakota Department of Health	(605) 773-3356
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100

Page 1074 of 1330 04/19/2015

	(800) 323-4040
	(866) 854-5465
	(844) 877-0464
	(866) 854-5465
(303)	844-3439
	(800) 973-3773
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257

Page 1075 of 1330 04/19/2015

(800) 222-4225

Page 1076 of 1330 04/19/2015

Baood off Holpidi Contacto Bata	
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	marilyn.kinsman@state.sd.us
	marilyn.kinsman@state.sd.us
	humanr@crpr1.state.sd.us
	info@nw11.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov

Page 1077 of 1330 04/19/2015

www.cap.org www.aaahc.org www.jointcommission.org www.dss.sd.gov www.cimronebraska.org www.dss.sd.gov http://dss.sd.gov/benefitfraud/recovery/ www.medicareappeal.com www.hhs.gov/ocr esrdnet11.org www.doh.sd.gov www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org

Page 1078 of 1330 04/19/2015

SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	General health & health conditions
SD	South Dakota	Health care facilities & services in my area
SD	South Dakota	Health care facilities & services in my area
SD	South Dakota	Health care facilities & services in my area
SD	South Dakota	Health care facilities & services in my area
SD	South Dakota	Health care facilities & services in my area
SD	South Dakota	Help with my Medicare options & issues
SD	South Dakota	Help with my Medicare options & issues
SD	South Dakota	Help with my Medicare options & issues

Page 1079 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Page 1080 of 1330 04/19/2015

American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Community Healthcare Association of South Dakota	(605) 357-1515
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	South Dakota Children's Health Insurance Program	(605) 773-4678
State Hospice Organization	South Dakota Hospice Organization	(605) 755-7780
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	

Page 1081 of 1330 04/19/2015

		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(877) 999-9561
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 1082 of 1330 04/19/2015



Page 1083 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based or	"Helpful	Contacts	Data
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(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	javerplaetse@rrb.gov

Page 1084 of 1330 04/19/2015

www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.communityhealthcare.net/
www.aarp.org/LCE
www.selfhelpgroups.org
www.dss.sd.gov
http://www.regionalhealth.com/Our-Locations/Hospice-House.aspx
www.socialsecurity.gov
www.rrb.gov

SD	South Dakota	Help with my Medicare options & issues
SD	South Dakota	Help with my Medicare options & issues
SD	South Dakota	Help with my Medicare options & issues
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
SD	South Dakota	Other insurance programs
TN	Tennessee	Claims & billing
TN	Tennessee	Claims & billing
TN	Tennessee	Claims & billing
TN	Tennessee	Claims & billing
TN	Tennessee	Claims & billing

Page 1086 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Denver Regional Office	(303) 844-1568
State Department of Insurance	South Dakota Department of Labor and Regulation: Division of Insurance	(605) 773-3563
SHIP State Health Insurance Assistance Program	Senior Health Information & Insurance Education (SHIINE)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	South Dakota Department of Health	(605) 773-3361
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Social Services of South Dakota	(605) 773-3495
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Blue Cross Blue Shield of Tennessee (d.b.a. Riverbend Government Benefits	

Page 1088 of 1330 04/19/2015

TDD/TTY - 711 (In-State Only)		(800) 536-8197
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 738-2301
	(202) 708-1455	(800) 569-4287
		(800) 597-1603
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227

Page 1089 of 1330 04/19/2015

(800) 878-5707 1-800-MEDICARE 1-800-MEDICARE

Page 1090 of 1330 04/19/2015

	yvette.thomas@state.sd.us
	retire@opm.gov
	DOH.INFO@state.sd.us
(800) 305-9673	medical@state.sd.us
	medicare.railroad@palmettogba.com

Page 1091 of 1330 04/19/2015

www.cms.gov www.dlr.sd.gov/insurance www.shiine.net www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.state.sd.us/doh/ www.hud.gov www.state.sd.us/social/medical www.va.gov www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov

Page 1092 of 1330 04/19/2015

TN	Tennessee	Claims & billing
TN	Tennessee	Claims & billing
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services

Page 1093 of 1330 04/19/2015

Part B bills and services.
Reporting fraud.
Complaints about quality of care, and filing an appeal or complaint.
Complaints about the quality of care in dialysis facilities.
Finding a voluntary list of patients' rights in a hospital.
Finding out if a doctor is board certified.
Finding out if an ambulatory surgical center is accredited or not.
Finding out if the lab where your blood tests are sent is accredited or not.
Finding out if urgent care centers and ambulatory surgical centers are accredited or not.
Finding out if your health care organization is accredited or not.
Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.
Local and community level projects to improve patient safety, reduce harm, and improve clinical care.
Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.
Report Medicaid fraud and abuse.

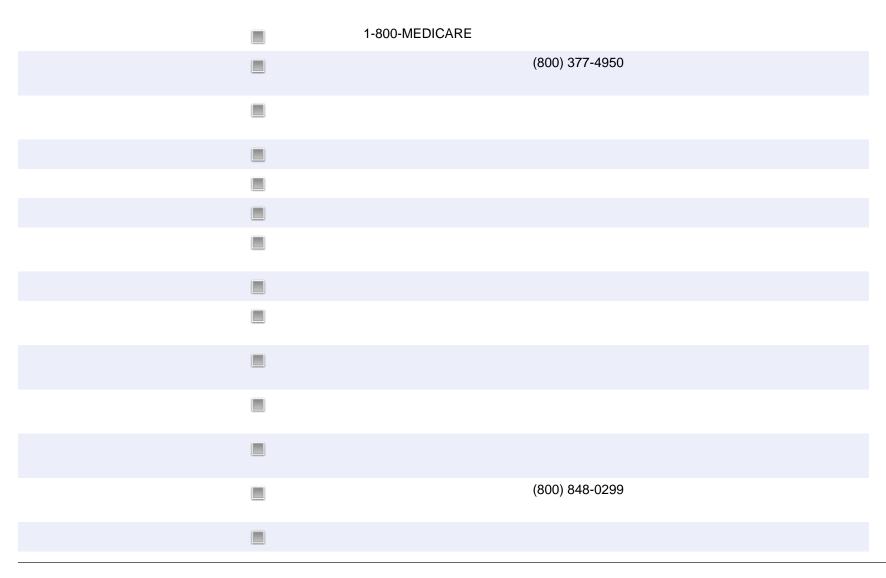
Page 1094 of 1330 04/19/2015

Carrier	Riverbend Government Benefits Administrators) CGS Administrators, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Tennessee Department of Health	(615) 741-7221
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Tennessee Department of Health	(615) 741-7221
QIO - Quality Improvement Organization (Quality Innovation Network)	atom Alliance	(901) 682-0381
Ombudsman	Commission on Aging and Disability of Tennessee	(615) 253-4392
Medicaid - Report Fraud	Bureau of TennCare	(615) 687-7200

Page 1095 of 1330 04/19/2015

(800) 633-4227
(800) 447-8477
(844) 430-9504
(800) 778-4504
(800) 424-4301
(866) 275-2267
(888) 545-5222
(800) 323-4040
(800) 778-4504
(800) 528-2655
(877) 236-0013
(800) 433-3982

Page 1096 of 1330 04/19/2015



Page 1097 of 1330 04/19/2015

hhstips@oig
tn.health@state.tn.us
info@aaaasf.org or reception@aaaasf.org
media@cap.org
info@aaahc.org
tn.health@state.tn.us
laura.brown@tn.gov

Page 1098 of 1330 04/19/2015

www.oig.hhs.gov
www.keproqio.com
www.state.tn.us/health
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.state.tn.us/health
www.qsource.org
www.state.tn.us/comaging
www.tn.gov/tnoig/#

Page 1099 of 1330

04/19/2015

TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	Complaints about my care or services
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	General health & health conditions
TN	Tennessee	Health care facilities & services in my area
TN	Tennessee	Health care facilities & services in my area
TN	Tennessee	Health care facilities & services in my area
TN	Tennessee	Health care facilities & services in my area

Page 1100 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private

Page 1101 of 1330 04/19/2015

Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Southeast	(404) 562-7886
Nursing Home State Survey Agency	Tennessee Department of Health	(615) 741-7221
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Tennessee	(615) 329-3836
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	TennCare	

Page 1102 of 1330 04/19/2015

(800) 778-4504
(800) 222-2225
(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 343-3136
(800) 677-1116
(800) 367-6274
(855) 259-0701

Page 1103 of 1330 04/19/2015



Page 1104 of 1330 04/19/2015

	tn.health@state.tn.us
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net

Page 1105 of 1330 04/19/2015

www.medicareappeal.com
www.hhs.gov/ocr
www.state.tn.us/health
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.tnpca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.state.tn.us/tenncare/

Page 1106 of 1330 04/19/2015

TN	Tennessee	Health care facilities & services in my area
TN	Tennessee	Help with my Medicare options & issues
TN	Tennessee	Help with my Medicare options & issues
TN	Tennessee	Help with my Medicare options & issues
TN	Tennessee	Help with my Medicare options & issues
TN	Tennessee	Help with my Medicare options & issues
TN	Tennessee	Help with my Medicare options & issues
TN	Tennessee	Other insurance programs
TN	Tennessee	Other insurance programs
TN	Tennessee	Other insurance programs
TN	Tennessee	Other insurance programs
TN	Tennessee	Other insurance programs
TN	Tennessee	Other insurance programs
TN	Tennessee	Other insurance programs

Page 1107 of 1330 04/19/2015

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insurance.
To find a hospice program in my area.
Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.
(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.
General Medicare information, ordering Medicare booklets, and information about health plans.
Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.
Medigap Policies
Personalized health insurance counseling
Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.

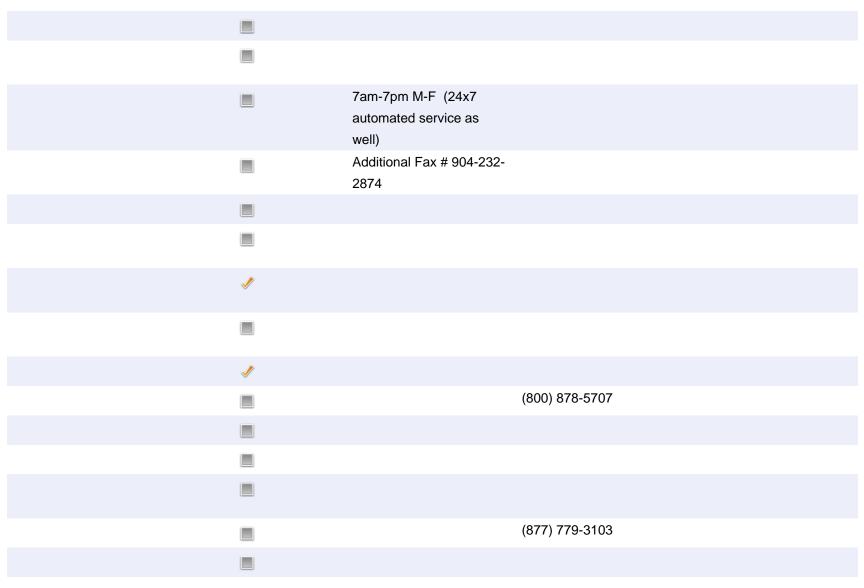
Page 1108 of 1330 04/19/2015

State Hospice Organization	Tennessee Hospital Association (formerly Alive Hospice)	(615) 256-8240
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Atlanta Regional Office	(404) 562-7500
State Department of Insurance	Department of Insurance of Tennessee - Commerce and Insurance	(615) 741-2218
SHIP State Health Insurance Assistance Program	Tennessee Commisssion on Aging & Disability -TN SHIP	(615) 741-2056
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Tennessee Department of Health	(615) 741-3111
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Bureau of TennCare	
Department of Veterans Affairs	Department of Veterans Affairs	

Page 1109 of 1330 04/19/2015

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		(800) 258-9541
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 342-4029
	(615) 532-3893	(877) 801-0044
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
	(202) 708-1455	(800) 569-4287
		(800) 342-3145
		(800) 827-1000

Page 1110 of 1330 04/19/2015



Page 1111 of 1330 04/19/2015

	tho@tha.com	
	javerplaetse@rrb.gov	
	help@egovtn.org	
	no.p = ego minorg	
	shannon.jones@tn.gov	
	retire@opm.gov	
(000) 244 4200	tonn core@tn gov	
(866) 311-4290	tenn.care@tn.gov	

Page 1112 of 1330 04/19/2015

www.tha.com www.socialsecurity.gov www.rrb.gov www.cms.gov http://www.state.tn.us/commerce/ www.state.tn.us/comaging/ www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com www.hud.gov http://state.tn.us/tenncare www.va.gov

Page 1113 of 1330 04/19/2015

TN	Tennessee	Other insurance programs	
TX	Texas	Claims & billing	
TX	Texas	Claims & billing	
TX	Texas	Claims & billing	
TX	Texas	Claims & billing	
TX	Texas	Claims & billing	
TX	Texas	Claims & billing	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	
TX	Texas	Complaints about my care or services	

Page 1114 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Novitas Solutions, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Department State Health Services- Facility Licensing Group & Regulartory Licensing Unit	(512) 834-6646
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

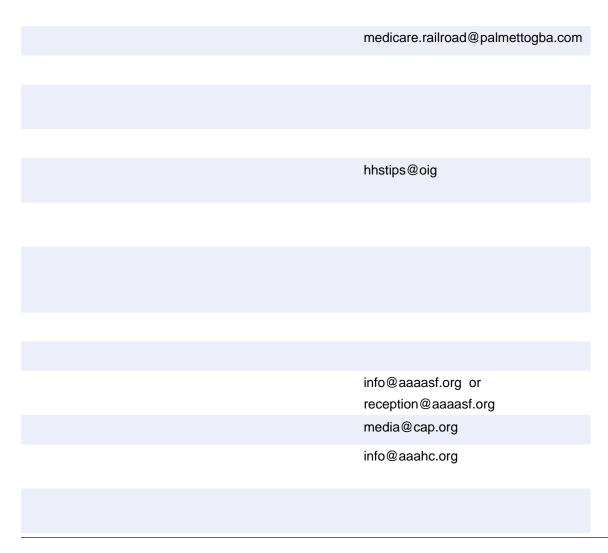
Page 1116 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 1117 of 1330 04/19/2015

1-800-MEDICARE (800) 377-4950

Page 1118 of 1330 04/19/2015



Page 1119 of 1330 04/19/2015

www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
http://www.novitas-solutions.com
www.oig.hhs.gov
www.keproqio.com
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org

Page 1120 of 1330 04/19/2015

TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	Complaints about my care or services
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions

Page 1121 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 1122 of 1330 04/19/2015

Home Health Agency	Department of Aging and Disability Services	(512) 438-2633
QIO - Quality Improvement Organization (Quality Innovation Network)	TMF	(512) 329-6610
Ombudsman	Long Term Care Ombudsman of Texas	
Medicaid - Report Fraud	Health and Human Services Commission	(512) 491-2000
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas	(214) 767-4056
ESRD End-Stage Renal Disease Networks	ESRD Network of Texas - Network 14	(972) 503-3215
Nursing Home State Survey Agency	Department of Aging and Disability Services	(512) 438-4800
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 1123 of 1330 04/19/2015

based of Fleipful Contacts bata		
		(800) 458-9858
		(800) 725-9216
		(800) 252-2412
		(800) 436-6184
	(214) 767-8940	
		(877) 886-4435
		(800) 458-9858
		(800) 222-2225
		(800) 891-5390
		(800) 749-2257
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237

Page 1124 of 1330 04/19/2015



Page 1125 of 1330 04/19/2015

mail@dads.state.tx.us

mail@dads.state.tx.us
OIGBASS@hhsc.state.tx.us

info@nw14.esrd.net
mail@dads.state.tx.us
niaic@nia.nih.gov
nkudic@info.niddk.nih.gov
helpline@akfinc.org
inqueries@heart.org
cancergovstaff@mail.nih.gov

Page 1126 of 1330 04/19/2015

www.dads.state.tx.us www.tmf.org www.dads.state.tx.us https://oig.hhsc.state.tx.us/ www.medicareappeal.com www.hhs.gov/ocr www.esrdnetwork.org dads.state.tx.us www.nia.nih.gov www.kidney.niddk.nih.gov www.aakp.org www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov

Page 1127 of 1330 04/19/2015

TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	General health & health conditions
TX	Texas	Health care facilities & services in my area
TX	Texas	Health care facilities & services in my area
TX	Texas	Health care facilities & services in my area
TX	Texas	Health care facilities & services in my area
TX	Texas	Health care facilities & services in my area
TX	Texas	Help with my Medicare options & issues
TX	Texas	Help with my Medicare options & issues
TX	Texas	Help with my Medicare options & issues
TX	Texas	Help with my Medicare options & issues
TX	Texas	Help with my Medicare options & issues
TX	Texas	Help with my Medicare options & issues
TX	Texas	Other insurance programs

Page 1128 of 1330

04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

	Internal Revenue Service	Internal Revenue Service	
	Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
	National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
	Primary Care Association	Association of Community Health Centers, Inc. of Texas	(512) 329-5959
	Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
	American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
	CHIP Children's Health Insurance Program	TexCare Partnership	
	State Hospice Organization	Texas and New Mexico Hospice Organization	(512) 454-1247
	SSA Social Security Administration	Social Security Administration	
	RRB Railroad Retirement Board	Railroad Retirement Board	
	1-800-MEDICARE	1-800-MEDICARE	
	CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Dallas Regional Office	(214) 767-6423
	State Department of Insurance	Insurance Department of Texas	(512) 463-6169
	SHIP State Health Insurance Assistance Program	Texas Department of Aging and Disability Services (HICAP)	(512) 438-3011
	CHIP Insure Kids Now	Children's Health Insurance Program	

Page 1130 of 1330 04/19/2015

Bacca cirricipiai comacto Bata			
			(800) 829-1040
			(800) 358-9295
			(800) 622-9010
			(800) 677-1116
			(800) 367-6274
			(800) 647-6558
			(800) 580-9270
			(800) 772-1213
	nal Email: re.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227
			(800) 252-3439
			(800) 252-9240
			(877) 543-7669

Page 1131 of 1330 04/19/2015

(888) 586-6340 (800) 735-2988 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 (800) 735-2989 **/**

Page 1132 of 1330 04/19/2015

ahrqpubs@ahrq.gov
Ice@aarp.org
njshc@cybernex.net
info@txnmhospice.org
javerplaetse@rrb.gov
Comsumer.Protection@tdi.texas.gov
patsy.fernandez@dads.state.tx.us

Page 1133 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
www.tachc.org
www.aarp.org/LCE
www.selfhelpgroups.org
www.yourtexasbenefits.com
txnmhospice.org
www.socialsecurity.gov
www.rrb.gov
WWWW OMO GOV
www.cms.gov
www.tdi.texas.gov
www.dads.state.tx.us
www.insurekidsnow.gov

Page 1134 of 1330 04/19/2015

TX	Texas	Other insurance programs
TX	Texas	Other insurance programs
TX	Texas	Other insurance programs
TX	Texas	Other insurance programs
TX	Texas	Other insurance programs
TX	Texas	Other insurance programs
TX	Texas	Other insurance programs
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Claims & billing
UT	Utah	Complaints about my care or services

Page 1135 of 1330 04/19/2015

Complaints about quality of care, and filing an appeal or complaint.

Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A and B bills and services, hospital care, skilled nursing care, and fraud. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud.

Page 1136 of 1330 04/19/2015

Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Department State Health Services- Facility Licensing Group & Regulartory Licensing Unit	(512) 458-7111
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Health and Human Services Commission of Texas	(512) 424-6500
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Noridian Administrative Services	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and	KePRO	(216) 447-9604

Page 1137 of 1330 04/19/2015

(20	02) 606-2532	(888) 767-6738
		(800) 638-7072
(20	02) 708-1455	(800) 569-4287
(51	12) 407-3250	(877) 541-7905
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
(85	55) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477
		(844) 430-9504

Page 1138 of 1330 04/19/2015

(800) 878-5707 Jurisdiction D 1-800-MEDICARE Jurisdiction 3 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 1139 of 1330 04/19/2015

retire@opm.gov

medicaid@hhsc.state.tx.us

medicare.railroad@palmettogba.com

hhstips@oig

Page 1140 of 1330 04/19/2015

www.opm.gov\retire http://owcp.dol.acs-inc.com www.hud.gov http://www.hhsc.state.tx.us www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.noridianmedicare.com/ noridianmedicare.com noridianmedicare.com www.oig.hhs.gov www.keproqio.com

Page 1141 of 1330 04/19/2015

UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services
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UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services
UT	Utah	Complaints about my care or services

Page 1142 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Page 1143 of 1330 04/19/2015

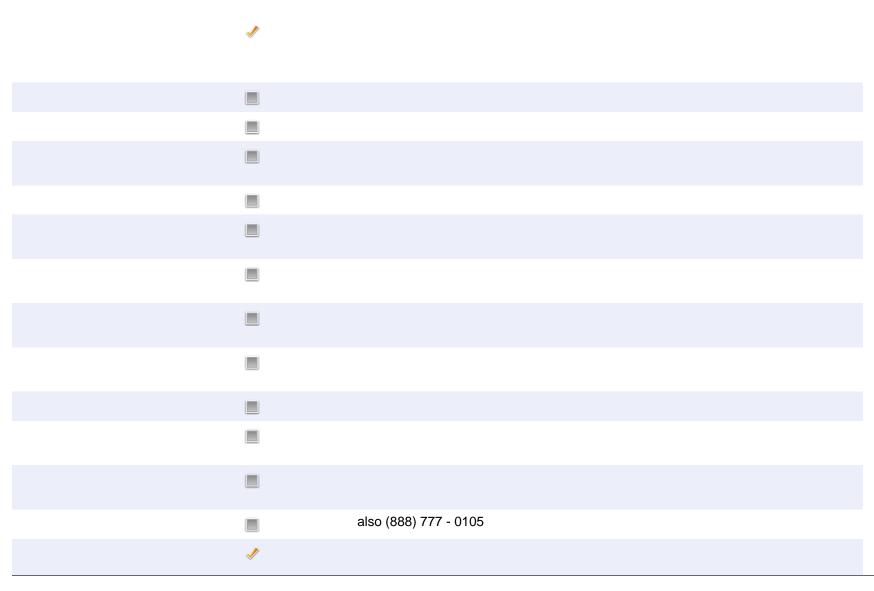
Family Cen	tered (Care)
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ESRD State Survey Agency	Dept of Health of Utah - Bureau of Medicare/Medicaid Program-Certification and Resident Assessment	(801) 538-6158
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthInsight	(801) 892-0155
Ombudsman	Senior Health Insurance Information Program (SHIP)	(801) 538-3910
Medicaid - Report Fraud	Department of Health	(801) 538-6087
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Colorado, Montana, North Dakota, Utah, and Wyoming	(303) 844-2024
ESRD End-Stage Renal Disease Networks	Intermountain ESRD Network - Network 15	(303) 831-8818
Nursing Home State Survey Agency	Dept of Health of Utah - Bureau of	(801) 538-6158

Page 1144 of 1330 04/19/2015

	(800) 662-4157
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
	(800) 541-7735
	(800) 662-9651
(303) 844-3439	
	(800) 783-8818
	(800) 662-4157

Page 1145 of 1330 04/19/2015



Page 1146 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org DAAS@utah.gov mkgreen@utah.gov drodgers@nw15.esrd.net

Page 1147 of 1330 04/19/2015

www.health.utah.gov/hflcra

www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.healthinsight.org
http://www.hsdaas.utah.gov/index.htm
http://oig.utah.gov/Report%20Abuse%20N%20Fraud.html#
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet15.org
www.health.utah.gov/hflcra

Page 1148 of 1330

04/19/2015

UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	General health & health conditions
UT	Utah	Health care facilities & services in my area
UT	Utah	Health care facilities & services in my area
UT	Utah	Health care facilities & services in my area
UT	Utah	Health care facilities & services in my area
UT	Utah	Health care facilities & services in my area

Page 1149 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

	Medicare/Medicaid Program-Certification and Resident Assessment	
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Association for Utah Community Health	(801) 974-5522
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Utah Children's Health Insurance Program	(877) 543-7669
State Hospice Organization	Utah Hospice and Palliative Care	(801) 582-2245

Page 1151 of 1330 04/19/2015

Based on Helpful Contacts Data	
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
	(800) 677-1116
	(800) 367-6274
	(866) 435-7414

Page 1152 of 1330 04/19/2015



Page 1153 of 1330 04/19/2015

	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	lce@aarp.org
	njshc@cybernex.net
	homecareconnection@msn.com

Page 1154 of 1330 04/19/2015

www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.auch.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://health.utah.gov/chip
www.utahhospice.org

Page 1155 of 1330 04/19/2015

UT	Utah	Help with my Medicare options & issues
UT	Utah	Help with my Medicare options & issues
UT	Utah	Help with my Medicare options & issues
UT	Utah	Help with my Medicare options & issues
UT	Utah	Help with my Medicare options & issues
UT	Utah	Help with my Medicare options & issues
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
UT	Utah	Other insurance programs
VA	Virginia	Claims & billing

Page 1156 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

Page 1157 of 1330 04/19/2015

SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Denver Regional Office	(303) 844-1568
State Department of Insurance	Office of Consumer Health Assistance of Utah	(801) 538-3077
SHIP State Health Insurance Assistance Program	Senior Health Insurance Information Program (SHIP)	(801) 538-3910
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Utah Department of Health	(801) 538-6155
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Utah Department of Health	(801) 538-6155
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	

Page 1158 of 1330 04/19/2015

Bacca on Holpia. Comac			
			(800) 772-1213
	Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227
			(800) 439-3805
			(800) 541-7735
			(877) 543-7669
		(202) 606-2532	(888) 767-6738
			(800) 638-7072
			(800) 662-9651
		(202) 708-1455	(800) 569-4287
			(800) 662-9651
			(800) 827-1000
			(800) 633-4227

Page 1159 of 1330 04/19/2015



Page 1160 of 1330 04/19/2015

Bassa sir risipiai soritaste Bata	
	javerplaetse@rrb.gov
	health.uid@utah.gov
	DAAS@utah.gov
	retire@opm.gov
(800) 662-9651	

Page 1161 of 1330 04/19/2015

www.socialsecurity.gov www.rrb.gov www.cms.gov www.insurance.utah.gov http://www.hsdaas.utah.gov/index.htm www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.health.utah.gov www.hud.gov http://health.utah.gov/medicaid/ www.va.gov www.defense.gov http://www.cignagovernmentservices.com/

Page 1162 of 1330 04/19/2015

VA	Virginia	Claims & billing
VA	Virginia	Claims & billing
VA	Virginia	Claims & billing
VA	Virginia	Claims & billing
VA	Virginia	Claims & billing
VA	Virginia	Claims & billing
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
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VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services

Page 1163 of 1330

04/19/2015

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

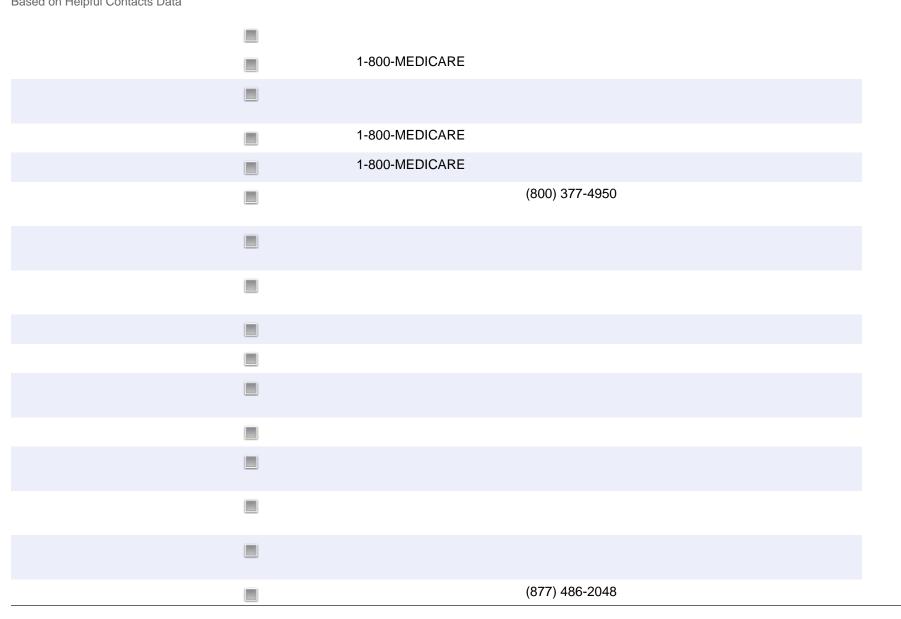
Page 1164 of 1330 04/19/2015

RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	TrailBlazer Health Enterprises, LLC	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Department of Health of Virginia - Department of Licensure & Certifications	(804) 367-2100
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Department of Health of Virginia - Complaint Unit	(804) 367-2106
QIO - Quality Improvement Organization (Quality Innovation	VHQC	(804) 289-5320

Page 1165 of 1330 04/19/2015

	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 455-8708
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 1166 of 1330 04/19/2015



Page 1167 of 1330 04/19/2015

medicare.railroad@palmettogba.com

hhstips@oig
info@aaaasf.org or
reception@aaaasf.org
media@cap.org
info@aaahc.org

Page 1168 of 1330 04/19/2015

www.palmettogba.com/medicare

www.cob.cms.hhs.gov
http://www.trailblazerhealth.com/
www.oig.hhs.gov
www.keproqio.com
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.vhqc.org

Page 1169 of 1330 04/19/2015

VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	Complaints about my care or services
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions
VA	Virginia	General health & health conditions

Page 1170 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Page 1171 of 1330 04/19/2015

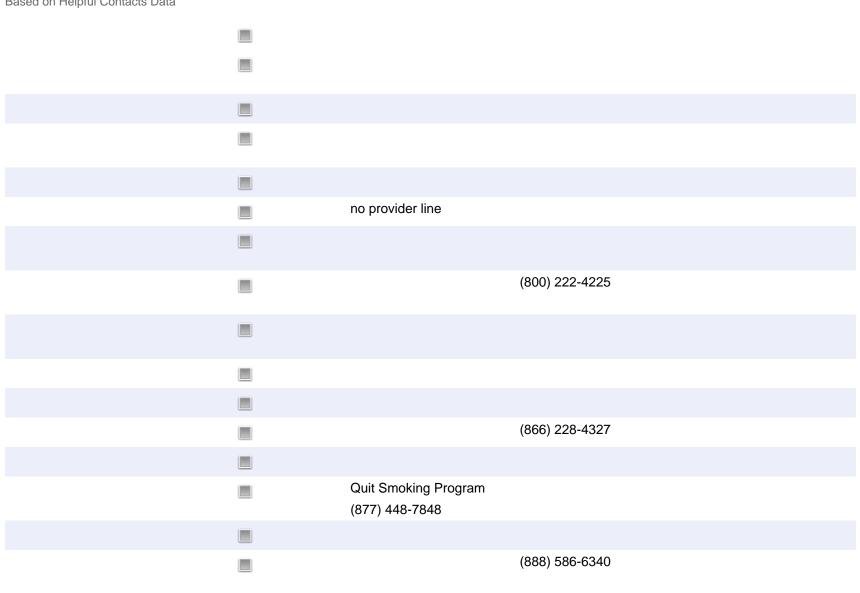
Network)

Ombudsman	Department for Aging and Rehabilitation Services	(804) 565-1600
Medicaid - Report Fraud	Department of Medical Assistance Services	(804) 786-7933
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-Atlantic	(215) 861-4441
ESRD End-Stage Renal Disease Networks	Mid-Atlantic Renal Coalition - Network 5	(804) 320-0004
Nursing Home State Survey Agency	Department of Health of Virginia - Department of Licensure & Certifications	(804) 367-2100
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	

Page 1172 of 1330 04/19/2015

	(800) 552-3402
	(800) 371-0824
(215) 861-4440	
	(866) 651-6272
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237
	(800) 829-1040
	(800) 358-9295

Page 1173 of 1330 04/19/2015



Page 1174 of 1330 04/19/2015

joani.latimer@dars.virgina.gov

	marc@nw5.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov

Page 1175 of 1330 04/19/2015

www.elderrightsva.org
http://www.dmas.virginia.gov/cs-Recip_Medicl_Fraud.htm
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet5.org
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov

Page 1176 of 1330 04/19/2015

VA	Virginia	General health & health conditions
VA	Virginia	Health care facilities & services in my area
VA	Virginia	Health care facilities & services in my area
VA	Virginia	Health care facilities & services in my area
VA	Virginia	Health care facilities & services in my area
VA	Virginia	Health care facilities & services in my area
VA	Virginia	Help with my Medicare options & issues
VA	Virginia	Help with my Medicare options & issues
VA	Virginia	Help with my Medicare options & issues
VA	Virginia	Help with my Medicare options & issues
VA	Virginia	Help with my Medicare options & issues
VA	Virginia	Help with my Medicare options & issues
VA	Virginia	Other insurance programs
VA	Virginia	Other insurance programs
VA	Virginia	Other insurance programs
VA	Virginia	Other insurance programs

Page 1177 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts Data

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Page 1178 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful	Contacts Data
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National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Virginia Primary Care Association	(804) 237-7677
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Cover Virginia Program	
State Hospice Organization	Virginia Association for Hospices & Palliative	(804) 740-1344
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Philadelphia Regional Office	(215) 861-4140
State Department of Insurance	Insurance Department of Virginia	(804) 371-9691
SHIP State Health Insurance Assistance Program	Virginia Insurance Counseling and Assistance Program (VICAP)	(804) 662-9333
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Virginia Department of Health	(804) 864-7001

Page 1179 of 1330 04/19/2015

Based of Freipidi Contacts Be	ata		
			(800) 622-9010
			(800) 677-1116
			(800) 367-6274
			(866) 873-2647
			(800) 772-1213
	Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
			(800) 633-4227
			(877) 310-6560
	or 804.662.9334		(800) 552-3402
			(877) 543-7669
		(202) 606-2532	(888) 767-6738

Page 1180 of 1330 04/19/2015

(800) 638-7072



Page 1181 of 1330 04/19/2015

	info@vacommunityhealth.org
	lce@aarp.org
	njshc@cybernex.net
(866) 873-2647	
	info@virginiahospices.org
	javerplaetse@rrb.gov
	aging@vda.virginia.gov
	retire@opm.gov
	questions@vdh.virginia.gov

Page 1182 of 1330 04/19/2015

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www.kidney.org
www.vacommunityhealth.org
www.aarp.org/LCE
www.selfhelpgroups.org
www.commonhealth.va.gov
www.virginiahospices.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.scc.virginia.gov/boi
www.vda.virginia.gov
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
http://www.vdh.state.va.us

Page 1183 of 1330 04/19/2015

VA Virginia Other insurance programs VI Virgin Islands Claims & billing VI Virgin Islands Claims & billing
VA Virginia Other insurance programs VA Virginia Other insurance programs VI Virgin Islands Claims & billing
VA Virginia Other insurance programs VI Virgin Islands Claims & billing
VI Virgin Islands Claims & billing
VI Virgin Islands Claims & billing
VI Virgin Islands Claims & billing
VI Virgin Islands Complaints about my care or services
VI Virgin Islands Complaints about my care or services
VI Virgin Islands Complaints about my care or services
VI Virgin Islands Complaints about my care or services
VI Virgin Islands Complaints about my care or services
VI Virgin Islands Complaints about my care or services

Page 1184 of 1330 04/19/2015

Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits. Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not.

Page 1185 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

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HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Department of Medical Assistance Services	(804) 786-7933
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Cooperativa De Seguros De Vida (COSVI)	
Carrier	First Coast Services Options, Inc.	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	ESRD State Survey Agency of Virgin Islands	(340) 773-1311
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
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Page 1186 of 1330 04/19/2015

(202) 708-1455 (800) 569-4287 (800) 827-1000 (800) 633-4227 (888) 355-9165 (800) 633-4227 (855) 797-2627 (855) 798-2627 (800) 633-4227 (800) 633-4227 (800) 447-8477 (866) 815-5440 (800) 424-4301 (866) 275-2267 (888) 545-5222 (800) 323-4040

Page 1187 of 1330 04/19/2015

1-800-MEDICARE 1-800-MEDICARE (800) 377-4950 (866) 868-2289

Page 1188 of 1330 04/19/2015

•	
	comm@dss.state.va.us
	medicare.railroad@palmettogba.com
	hhstips@oig
	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	media@cap.org

Page 1189 of 1330 04/19/2015

www.hud.gov
www.dmas.virginia.gov
www.va.gov
www.defense.gov
http://www.cignagovernmentservices.com/
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.triples.1-medi1org
www.oig.hhs.gov
www.healthvi.org//
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org

Page 1190 of 1330 04/19/2015

VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	Complaints about my care or services
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions

Page 1191 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer. Finding information on heart disease. Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Page 1192 of 1330 04/19/2015

Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare	Joint Commission on Accreditation of	(630) 792-5800
Organizations (JCAHO) Ombudsman	Healthcare Organizations (JCAHO) Office of the Regional Administrator Region 2	(787) 294-1681
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New Jersey, New York, Puerto Rico, and Virgin Islands	(212) 264-3313
ESRD End-Stage Renal Disease Networks	Quality Insights Renal Network 3 - formerly - Trans-Atlantic Renal Council - Network 3	(609) 490-0310
Nursing Home State Survey Agency	Medicare Office of Virgin Islands	(340) 773-1311
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 1193 of 1330 04/19/2015

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	(212) 264-2355	
		(888) 877-8400
		(000) 011-0400
		(800) 222-2225
		(800) 749-2257
		(800) 891-5390
		(800) 638-8299
		(800) 227-2345
		(800) 242-8721
		(800) 422-6237

Page 1194 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327 Quit Smoking Program (877) 448-7848

Page 1195 of 1330 04/19/2015

	info@aaahc.org
	qirn3@nw3.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 1196 of 1330 04/19/2015

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www.aaahc.org
www.jointcommission.org
www.medicareappeal.com
www.hhs.gov/ocr
www.qirn3.org
www.healthvi.org
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov

Page 1197 of 1330 04/19/2015

VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	General health & health conditions
VI	Virgin Islands	Health care facilities & services in my area
VI	Virgin Islands	Health care facilities & services in my area
VI	Virgin Islands	Health care facilities & services in my area
VI	Virgin Islands	Health care facilities & services in my area
VI	Virgin Islands	Health care facilities & services in my area
VI	Virgin Islands	Help with my Medicare options & issues
VI	Virgin Islands	Help with my Medicare options & issues
VI	Virgin Islands	Help with my Medicare options & issues
VI	Virgin Islands	Help with my Medicare options & issues
VI	Virgin Islands	Help with my Medicare options & issues
VI	Virgin Islands	Help with my Medicare options & issues
VI	Virgin Islands	Other insurance programs

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Virgin Islands	
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Virgin Islands Bureau of Health Insurance and Medical Assistance	(340) 774-9000
State Hospice Organization	Hospice Organization of Virgin Islands	(340) 718-5683
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, New York Regional Office	(212) 616-2222
State Department of Insurance	Division of Banking and Insurance of Virgin Islands	(340) 774-7166
SHIP State Health Insurance Assistance Program	Virgin Islands State Health Insurance Assistance Program (VISHIP)	(340) 772-7368
CHIP Insure Kids Now	Children's Health Insurance Program	

Page 1200 of 1330 04/19/2015

		(800) 829-1040 (800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(877) 449-5661
340.714.4354 (St. Thomas)		
		(877) 543-7669

Page 1201 of 1330 04/19/2015

(888) 586-6340 7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 **/**

Page 1202 of 1330 04/19/2015

ahrqpubs@ahrq.gov
lce@aarp.org
njshc@cybernex.net
javerplaetse@rrb.gov
tichi25@yahoo.com

Page 1203 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
www.aarp.org/LCE
www.selfhelpgroups.org
www.healthvi.org/contact
http://www.ccivi.com/
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
www.ltg.gov.vi
www.ltg.gov.vi
www.insurekidsnow.gov

Page 1204 of 1330 04/19/2015

VI	Virgin Islands	Other insurance programs
VI	Virgin Islands	Other insurance programs
VI	Virgin Islands	Other insurance programs
VI	Virgin Islands	Other insurance programs
VI	Virgin Islands	Other insurance programs
VI	Virgin Islands	Other insurance programs
VT	Vermont	Claims & billing
VT	Vermont	Claims & billing
VT	Vermont	Claims & billing
VT	Vermont	Claims & billing
VT	Vermont	Claims & billing
VT	Vermont	Claims & billing
VT	Vermont	Complaints about my care or services
VT	Vermont	Complaints about my care or services
VT	Vermont	Complaints about my care or services
VT	Vermont	Complaints about my care or services
VT	Vermont	Complaints about my care or services

Page 1205 of 1330 04/19/2015

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Page 1206 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

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Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Medicaid Office of Puerto Rico and Virgin Islands	(787) 765-2929
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Heritage Insurance Company	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Associated Hospital Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Carrier	National Heritage Insurance Company	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Aging and Independent living	(802) 871-3065
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory	American Association for Accreditation of	(847) 775-1970

Page 1207 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Based on Helpful Contacts L	Jata
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(202) 606-2532 (888) 767-6738 (800) 638-7072 (202) 708-1455 (800) 569-4287 (800) 827-1000 (800) 633-4227 (888) 355-9165 (800) 633-4227 (855) 797-2627 (855) 798-2627 (800) 633-4227
(202) 708-1455 (800) 569-4287 (800) 827-1000 (800) 633-4227 (888) 355-9165 (800) 633-4227 (855) 797-2627 (855) 798-2627
(800) 827-1000 (800) 633-4227 (888) 355-9165 (800) 633-4227 (855) 797-2627 (855) 798-2627
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(855) 797-2627 (855) 798-2627
(800) 633-4227
(800) 447-8477
(866) 815-5440
(802) 241-3557
(800) 424-4301
(866) 275-2267
(888) 545-5222

Page 1208 of 1330 04/19/2015

(800) 878-5707 Jurisdiction A 1-800-MEDICARE (800) 377-4950 (866) 868-2289

Page 1209 of 1330 04/19/2015

retire@opm.gov

medicare.railroad@palmettogba.com
medicare@bcbsme.com
hhstips@oig
Jerri.Lamson@state.vt.us
info@aaaasf.org or

Page 1210 of 1330 04/19/2015

www.opm.gov\retire http://owcp.dol.acs-inc.com www.hud.gov www.salud.gov.pr www.va.gov www.defense.gov www.medicarenhic.com www.palmettogba.com/medicare www.cob.cms.hhs.gov www.medicarenhic.com/ www.oig.hhs.gov : www.dlp.vermont.gov www.aha.org www.abms.org www.AAAASF.org

Page 1211 of 1330 04/19/2015

VTVermont Complaints about my care or services VT Vermont Complaints about my care or services VTVermont Complaints about my care or services VTComplaints about my care or services Vermont VT Complaints about my care or services Vermont VTComplaints about my care or services Vermont VT Vermont Complaints about my care or services VT Vermont Complaints about my care or services VTVermont Complaints about my care or services VTVermont Complaints about my care or services VTVermont General health & health conditions VTGeneral health & health conditions Vermont VTVermont General health & health conditions VT Vermont General health & health conditions VTVermont General health & health conditions

Page 1212 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination. Where to submit a complaint about the quality of care I received from my kidney dialysis facility. Where to submit a complaint about the quality of life or quality of care inside a nursing home. Discussing health concerns, medicines, and other issues important to older people. Educational materials for people with kidney disease. Educational materials for people with kidney disease. Financial assistance and educational materials for people with kidney disease. Finding information on cancer.

Page 1213 of 1330 04/19/2015

Surgical Facilities	Ambulatory Surgical Facilities	
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
QIO - Quality Improvement Organization (Quality Innovation Network)	HealthCentric Advisors	(401) 528-3200
Ombudsman	Vermont Long Term Care Ombudsman Project	(802) 863-5620
Medicaid - Report Fraud	Agency of Human Services	(802) 879-5900
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of New England	(617) 565-1340
ESRD End-Stage Renal Disease Networks	ESRD Network of New England - Network 1	(203) 387-9332
Nursing Home State Survey Agency	Department of Aging and Independent living	(802) 871-3317
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	

Page 1214 of 1330 04/19/2015

ased on Helpful Contacts Data		
		(800) 323-4040
		(800) 889-2047
	(617) 565-1343	
	(0.17) 200 12.12	(866) 286-3773
		(800) 564-1612
		(800) 222-2225
		(800) 222-2223
		(800) 749-2257
		(800) 891-5390
		(800) 638-8299
		(800) 227-2345

Page 1215 of 1330 04/19/2015

(800) 222-4225 (866) 228-4327

Page 1216 of 1330 04/19/2015

Badda diri idipidi dalikada Baka	
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	tempburlington@vtlegalaid.org
	info@nw1.esrd.net
	Jerri.Lamson@state.vt.us
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org

Page 1217 of 1330 04/19/2015

www.cap.org
www.aaahc.org
www.iaintaammiaaian.ara
www.jointcommission.org
www.healthcentricadvisors.org
www.vtlawhelp.org
www.viiawneip.org
http://ovha.vermont.gov/forproviders/programintegrityreportin
gsuspectedfraudwasteandabuse
www.medicareappeal.com
www.hhs.gov/ocr
www.networkofnewengland.org
: www.dlp.vermont.gov
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org

Page 1218 of 1330 04/19/2015

VT	Vermont	General health & health conditions
VT	Vermont	General health & health conditions
VT	Vermont	General health & health conditions
VT	Vermont	General health & health conditions
VT	Vermont	General health & health conditions
VT	Vermont	Health care facilities & services in my area
VT	Vermont	Health care facilities & services in my area
VT	Vermont	Health care facilities & services in my area
VT	Vermont	Health care facilities & services in my area
VT	Vermont	Health care facilities & services in my area
VT	Vermont	Help with my Medicare options & issues
VT	Vermont	Help with my Medicare options & issues
VT	Vermont	Help with my Medicare options & issues
VT	Vermont	Help with my Medicare options & issues

Helpful Contacts - Agency List By Topic

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Page 1220 of 1330 04/19/2015

American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Bi-State Primary Care Association	(802) 229-0002
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Dr. Dynasaur	
State Hospice Organization	Hospice and Palliative Care Council of Vermont	(802) 229-0579
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Boston Regional Office	(617) 565-1232

Page 1221 of 1330 04/19/2015

		(800) 242-8721
		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
		(800) 250-8427
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227

Page 1222 of 1330 04/19/2015



Page 1223 of 1330 04/19/2015

(800) 242-8721	inqueries@heart.org	
	cancergovstaff@mail.nih.gov	
	ahrqpubs@ahrq.gov	
	lce@aarp.org	
	njshc@cybernex.net	
	director@hpccv.org	
	javerplaetse@rrb.gov	

Page 1224 of 1330 04/19/2015

http://www.americanheart.org/
www.cancer.gov
www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.bistatepca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
www.greenmountaincare.org
www.hpccv.org
www.socialsecurity.gov
www.rrb.gov
www.cms.gov

VT	Vermont	Help with my Medicare options & issues
VT	Vermont	Help with my Medicare options & issues
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
VT	Vermont	Other insurance programs
WA	Washington	Claims & billing
WA	Washington	Claims & billing
WA	Washington	Claims & billing
WA	Washington	Claims & billing
WA	Washington	Claims & billing
WA	Washington	Claims & billing
WA	Washington	Claims & billing

Page 1226 of 1330 04/19/2015

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Page 1227 of 1330 04/19/2015

State Department of Insurance	Department of Financial Regulation	(802) 828-3301
SHIP State Health Insurance Assistance Program	State Health Insurance Assistance Program (SHIP)	(802) 748-5182
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Vermont Department of Health	(802) 863-7200
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Agency of Human Services of Vermont	(802) 871-3009
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343

Page 1228 of 1330 04/19/2015

		(800) 964-1784
		(800) 642-5119
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
TTY Phone: 711		(800) 464-4343
	(202) 708-1455	(800) 569-4287
		(800) 250-8427
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477

Page 1229 of 1330 04/19/2015



Page 1230 of 1330 04/19/2015

dfr.pubinfo@state.vt.us mrichards@nevaaa.org retire@opm.gov medicare.railroad@palmettogba.com hhstips@oig

Page 1231 of 1330 04/19/2015

http://www.medicarehelpvt.net/ www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com www.healthvermont.gov www.hud.gov http://humanservices.vermont.gov/ www.va.gov www.defense.gov www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov www.noridianmedicare.com www.oig.hhs.gov

www.dfr.vermont.gov

Page 1232 of 1330

WA	Washington	Complaints about my care or services
WA	Washington	Complaints about my care or services
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WA	Washington	Complaints about my care or services

Page 1233 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials. Submitting a complaint about discrimination.

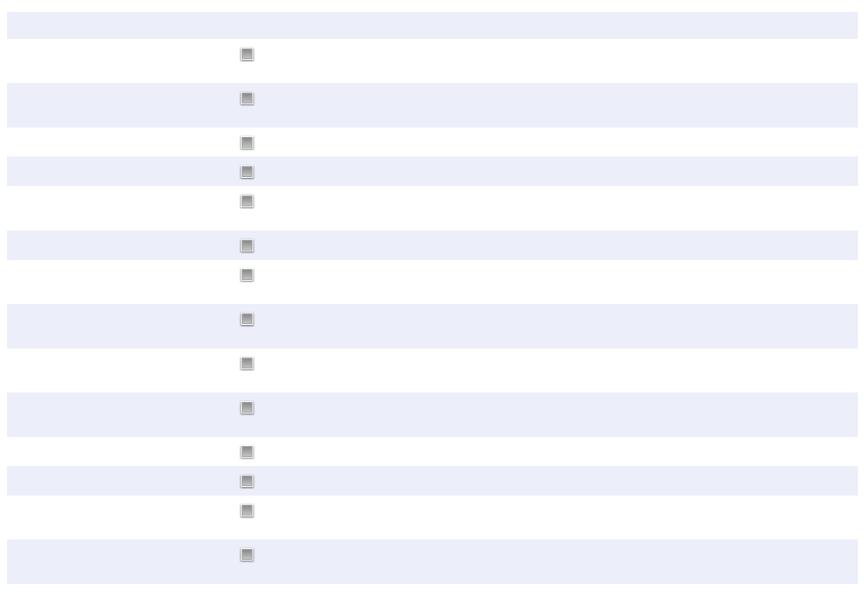
Page 1234 of 1330 04/19/2015

of Health and Human Services)	Office of Inspector General	
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	Livanta, LLC	
ESRD State Survey Agency	Department of Health of Washington - Office of Investigantion & Inspections	(360) 236-4634
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Complaint Resolution Unit of Washington	
QIO - Quality Improvement Organization (Quality Innovation Network)	Qualis Health	(206) 364-9700
Ombudsman	Long Term Care Ombudsman of Washington	(253) 838-6810
Medicaid - Report Fraud	Department of Social & Health Services	(360) 586-8888
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Alaska, Idaho, Oregon, and Washington	(206) 615-2290

Page 1235 of 1330 04/19/2015

(877) 588-1123	(877) 588-1123
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040
(360) 493-2637	(800) 562-6078
	(800) 949-7536
	(800) 562-6028
	(800) 562-6906
(206) 615-2296	

Page 1236 of 1330 04/19/2015



Page 1237 of 1330 04/19/2015

Bassa sir risipiai comasto Bata	
	Elizabeth.Gordon@doh.wa.gov
	info@aaaasf.org or reception@aaaasf.org
	media@cap.org
	info@aaahc.org
	Itcop@multi-servicecenter.com
	ocrmail@of.dhhs.gov

Page 1238 of 1330 04/19/2015

Page 1239 of 1330 04/19/2015

WA	Washington	Complaints about my care or services
WA	Washington	Complaints about my care or services
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	General health & health conditions
WA	Washington	Health care facilities & services in my area
WA	Washington	Health care facilities & services in my area
WA	Washington	Health care facilities & services in my area
WA	Washington	Health care facilities & services in my area
WA	Washington	Health care facilities & services in my area

Page 1240 of 1330 04/19/2015

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Page 1241 of 1330 04/19/2015

ESRD End-Stage Renal Disease Networks	Northwest Renal Network - Network 16	(206) 923-0714
Nursing Home State Survey Agency	Aging and Disability Services	(360) 725-2300
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Washington Association of Community and Migrant Health Centers (WACMHC)	(360) 786-9722
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Washington Children's Health Insurance Program	
State Hospice Organization	Washington State Hospice and Palliative	(253) 661-3739

Page 1242 of 1330 04/19/2015

(800) 262-1514
(800) 562-6078
(800) 222-2225
(800) 749-2257
(800) 891-5390
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(800) 677-1116
(800) 367-6274
(800) 562-3022
(866) 661-3739

Page 1243 of 1330 04/19/2015



Page 1244 of 1330 04/19/2015

shechinson@nw16.esrd.net

	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	staff@wacmhc.org
	lce@aarp.org
	njshc@cybernex.net
(877) 543-7669	

Page 1245 of 1330 04/19/2015

www.nwrenalnetwork.org http://www.altsa.dshs.wa.gov/ www.nia.nih.gov www.aakp.org www.kidney.niddk.nih.gov www.kidneyfund.org www.cancer.org http://www.americanheart.org/ www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org www.wacmhc.org www.aarp.org/LCE www.selfhelpgroups.org http://hrsa.dshs.wa.gov/applehealth/index.shtml www.wshpco.org

Page 1246 of 1330 04/19/2015

WA	Washington	Help with my Medicare options & issues
WA	Washington	Help with my Medicare options & issues
WA	Washington	Help with my Medicare options & issues
WA	Washington	Help with my Medicare options & issues
WA	Washington	Help with my Medicare options & issues
WA	Washington	Help with my Medicare options & issues
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs
WA	Washington	Other insurance programs

Page 1247 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits. (For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare. General Medicare information, ordering Medicare booklets, and information about health plans. Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS. **Medigap Policies** Personalized health insurance counseling Children's Health Insurance Program Claims and other issues for retired federal employees and their dependents/survivors. Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease. Health based programs and services. Information and services about homes and communities for citizens and for HUD's current and potential home buyers. Medicaid program VA medical benefits. Whether I qualify for military retiree health care benefits.

Page 1248 of 1330 04/19/2015

Care Organization

SSA Social Security Administration	Social Security Administration

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RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Seattle Regional Office	(206) 615-2354
State Department of Insurance	Statewide Health Insurance Benefits Advisors (SHIBA)	
SHIP State Health Insurance Assistance Program	Statewide Health Insurance Benefits Advisors (SHIBA)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Washington State Department of Health	(360) 236-4501
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Health Care Authority (formerly - Department of Social and Health Services of Washington)	
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 1249 of 1330 04/19/2015

'	
	(800) 772-1213
Additional Email: (312) 75	-4701 (877) 772-5772
medicare.railroad@palmettogba.com	
	(800) 633-4227
(260) 500	(900) 562 6000
(360) 586	-0241 (800) 562-6900
(360) 586	-0241 (800) 562-6900
	(877) 543-7669
(202) 606	-2532 (888) 767-6738
	(800) 638-7072
TTY Phone: 711	(800) 525-0127
(202) 708	-1455 (800) 569-4287
	(800) 562-3022
	(800) 827-1000

Page 1250 of 1330 04/19/2015

7am-7pm M-F (24x7 automated service as well) Additional Fax # 904-232-2874 (800) 878-5707 (800) 525-0127 711 TTY now using 711 Washington Relay

Page 1251 of 1330 04/19/2015

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	in
	javerplaetse@rrb.gov
	donnaw@oic.wa.gov
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	SHIBA@oic.wa.gov
	retire@opm.gov

Page 1252 of 1330 04/19/2015

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www.socialsecurity.gov
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www.opm.gov\retire
http://owcp.dol.acs-inc.com
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www.hca.wa.gov/
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www.defense.gov

Page 1253 of 1330 04/19/2015

WI	Wisconsin	Claims & billing
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WI	Wisconsin	Claims & billing
WI	Wisconsin	Claims & billing
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
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WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services

Page 1254 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Bills for durable medical equipment and a list of approved suppliers of this equipment. (For Railroad Retirement beneficiaries only) - Part B bills and services. Home health, hospice care, and fraud. Medicare Secondary Payer, and who pays first. Part A bills and services, hospital care, skilled nursing care, and fraud. Part B bills and services. Reporting fraud. Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not.

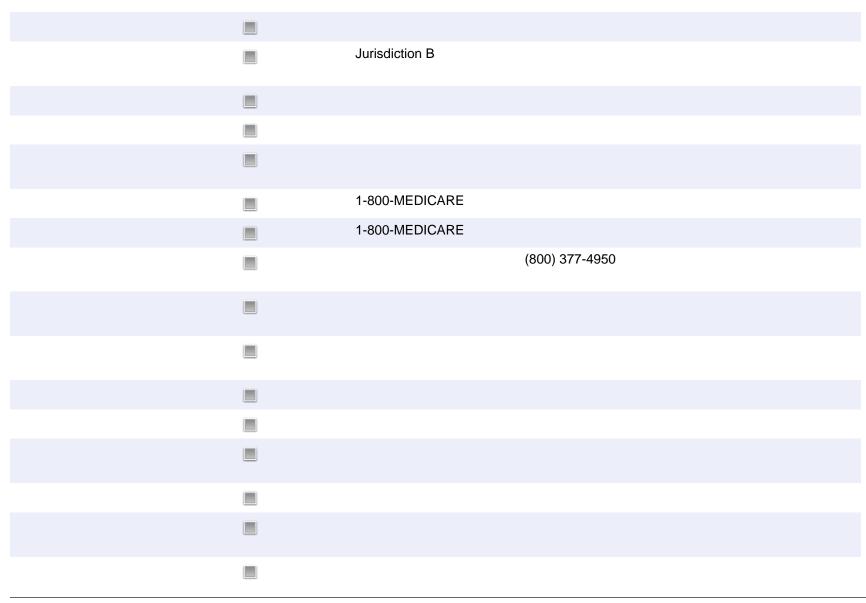
Page 1255 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	National Government Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Wisconsin Physician Services WPS	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Division of Health Care Financing of Wisconsin	(608) 266-8481
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

Page 1256 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(855) 408-8557
(888) 692-1402	(800) 642-6552
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 1257 of 1330 04/19/2015



Page 1258 of 1330 04/19/2015

Badda dii i idipiai ddiiaata Bata	
	medicare.railroad@palmettogba.com
	hhstips@oig
	webmaster@dhfs.state.wi.us
	info@aaaasf.org or
	reception@aaaasf.org
	media@cap.org
	info@aaahc.org

Page 1259 of 1330 04/19/2015

www.ngsmedicare.com
www.palmettogba.com/medicare
www.cob.cms.hhs.gov
www.wpsmedicare.com
www.oig.hhs.gov
www.keproqio.com
www.dhs.wisconsin.gov
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org

Page 1260 of 1330 04/19/2015

WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	Complaints about my care or services
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions

Page 1261 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
Home Health Agency	Department of Health Services - Division of Quaility Assurance	(608) 267-1441
QIO - Quality Improvement Organization (Quality Innovation Network)	Lake Superior Quality Innovation Network	(952) 853-8536
Ombudsman	Board of Aging and Long Term Care of Wisconsin	(608) 246-7012
Medicaid - Report Fraud	Department of Healthcare and Family Services	(608) 266-2521
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of the Mid-West	(312) 886-2359
ESRD End-Stage Renal Disease Networks	Renal Disease Network of the Upper Midwest, Inc Network 11	(651) 644-9877
Nursing Home State Survey Agency	Department of Health Services - Division of Quaility Assurance	(608) 266-8481
National Institute on Aging Information Center	National Institute on Aging Information Center	
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000

Page 1263 of 1330 04/19/2015

	(800) 642-6552
	(877) 787-2847
	(800) 815-0015
(888) 692-1402	(877) 865-3432
(312) 353-5693	
	(800) 973-3773
	(800) 642-6552
	(800) 222-2225
	(800) 749-2257
	(800) 891-5390
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721

Page 1264 of 1330 04/19/2015



Page 1265 of 1330 04/19/2015

	O II f		
webmaster	(a) Ahts	State	WI IIC

	BOALTC@Wisconsin.Gov
(800) 242-8721	whites@dhfs.state.wi.us
	info@nw11.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org

Page 1266 of 1330 04/19/2015

www.dhfs.state.wi.us
www.stratishealth.org
www.longtermcare.wi.gov
http://www.dhs.wisconsin.gov/fraud/
www.medicareappeal.com
www.hhs.gov/ocr
esrdnet11.org
www.dhs.wisconsin.gov
www.nia.nih.gov
www.aakp.org
www.kidney.niddk.nih.gov
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/

Page 1267 of 1330 04/19/2015

WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	General health & health conditions
WI	Wisconsin	Health care facilities & services in my area
WI	Wisconsin	Health care facilities & services in my area
WI	Wisconsin	Health care facilities & services in my area
WI	Wisconsin	Health care facilities & services in my area
WI	Wisconsin	Health care facilities & services in my area
WI	Wisconsin	Help with my Medicare options & issues
WI	Wisconsin	Help with my Medicare options & issues
WI	Wisconsin	Help with my Medicare options & issues
WI	Wisconsin	Help with my Medicare options & issues
WI	Wisconsin	Help with my Medicare options & issues

Page 1268 of 1330

04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data On Helpful Contacts Data

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

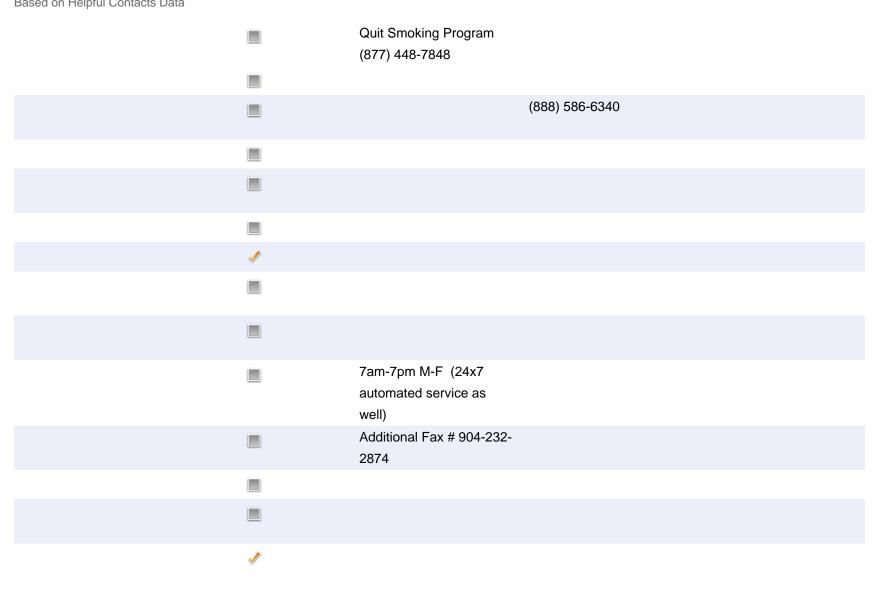
Medigap Policies

National Cancer Institute's Cancer Information Service Internal Revenue Service	National Cancer Institute's Cancer Information Service Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Health Care Association of Wisconsin	(608) 277-7477
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Badger Care	
State Hospice Organization	Hospice Organization and Palliative Experts of Wisconsin	(608) 233-7166
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Chicago Regional Office	(312) 353-7180
State Department of Insurance	Office of the Commissioner of Insurance of Wisconsin	(608) 266-3585

Page 1270 of 1330 04/19/2015

		(800) 422-6237
		(800) 829-1040
		(800) 358-9295
		(800) 622-9010
		(800) 677-1116
		(800) 367-6274
	(800) 947-3529	(800) 362-3002
		(800) 210-0220
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
		(800) 236-8517

Page 1271 of 1330 04/19/2015



Page 1272 of 1330 04/19/2015

cancergovstaff@mail.nih.gov

ahrqpubs@ahrq.gov
lce@aarp.org
njshc@cybernex.net
MELR217@aol.com
javerplaetse@rrb.gov
ocicomplaints@wisconsin.gov

Page 1273 of 1330 04/19/2015

www.cancer.gov www.irs.gov www.ahrq.gov www.kidney.org http://www.wphca.org/ www.aarp.org/LCE www.selfhelpgroups.org dhs.wisconsin.gov www.hopeofwisconsin.org www.socialsecurity.gov www.rrb.gov www.cms.gov www.oci.wi.gov

Page 1274 of 1330 04/19/2015

WI	Wisconsin	Help with my Medicare options & issues
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WI	Wisconsin	Other insurance programs
WV	West Virginia	Claims & billing
WV	West Virginia	Claims & billing
WV	West Virginia	Claims & billing
WV	West Virginia	Claims & billing
WV	West Virginia	Claims & billing
WV	West Virginia	Claims & billing
WV	West Virginia	Claims & billing

Page 1275 of 1330 04/19/2015

Personalized health insurance counseling
Children's Health Insurance Program
Claims and other issues for retired federal employees and their dependents/survivors.
Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.
Health based programs and services.
Information and services about homes and communities for citizens and for HUD's current and potential home buyers.
Medicaid program
VA medical benefits.
Whether I qualify for military retiree health care benefits.
Bills for durable medical equipment and a list of approved suppliers of this equipment.
(For Railroad Retirement beneficiaries only) - Part B bills and services.
Home health, hospice care, and fraud.
Medicare Secondary Payer, and who pays first.
Part A bills and services, hospital care, skilled nursing care, and fraud.
Part B bills and services.
Reporting fraud.

SHIP State Health Insurance Assistance Program	Wisconsin SHIP (SHIP)	
CHIP Insure Kids Now	Children's Health Insurance Program	
Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Wisconsin Department of Health Services	(608) 266-1865
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Wisconsin Department of Health Services	(608) 266-1865
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343
DME MAC Durable Medical Equipment Medicare Administrative Contractor	CGS Administrators, LLC	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
Fiscal Intermediary	Noridian	
Carrier	Noridian	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343

Page 1277 of 1330 04/19/2015

Zuccu chi nolpha comacto zuta		
		(800) 242-1060
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(800) 362-3002
	(202) 708-1455	(800) 569-4287
		(800) 362-3002
		(800) 827-1000
		(800) 633-4227
		(888) 355-9165
		(800) 633-4227
	(855) 797-2627	(855) 798-2627
		(800) 633-4227
		(800) 633-4227
		(800) 447-8477

Page 1278 of 1330 04/19/2015

Medigap Part D: 855-677-2783, Disability Drug Benefit: 800-926-4862 (800) 878-5707 1-800-MEDICARE 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 1279 of 1330 04/19/2015

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	DHFSDLTCAging@dhfs.state.wi.us
	retire@opm.gov
	dhswebmaster@wi.gov
	dhswebmaster@wi.gov
	medicare.railroad@palmettogba.com
	hhstips@oig

Page 1280 of 1330 04/19/2015

http://www.dhs.wisconsin.gov/benefit-specialists/ship.htm www.insurekidsnow.gov www.opm.gov\retire http://owcp.dol.acs-inc.com http://www.dhfs.state.wi.us www.hud.gov http://www.dhfs.wisconsin.gov www.va.gov www.defense.gov http://www.cignagovernmentservices.com/ www.palmettogba.com/medicare www.cob.cms.hhs.gov

www.oig.hhs.gov

Page 1281 of 1330 04/19/2015

WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services

Page 1282 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Complaints about quality of care, and filing an appeal or complaint. Complaints about the quality of care in dialysis facilities. Finding a voluntary list of patients' rights in a hospital. Finding out if a doctor is board certified. Finding out if an ambulatory surgical center is accredited or not. Finding out if the lab where your blood tests are sent is accredited or not. Finding out if urgent care centers and ambulatory surgical centers are accredited or not. Finding out if your health care organization is accredited or not. Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury. Local and community level projects to improve patient safety, reduce harm, and improve clinical care. Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families. Report Medicaid fraud and abuse. Requesting external reviews of Medicare managed care denials.

Page 1283 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

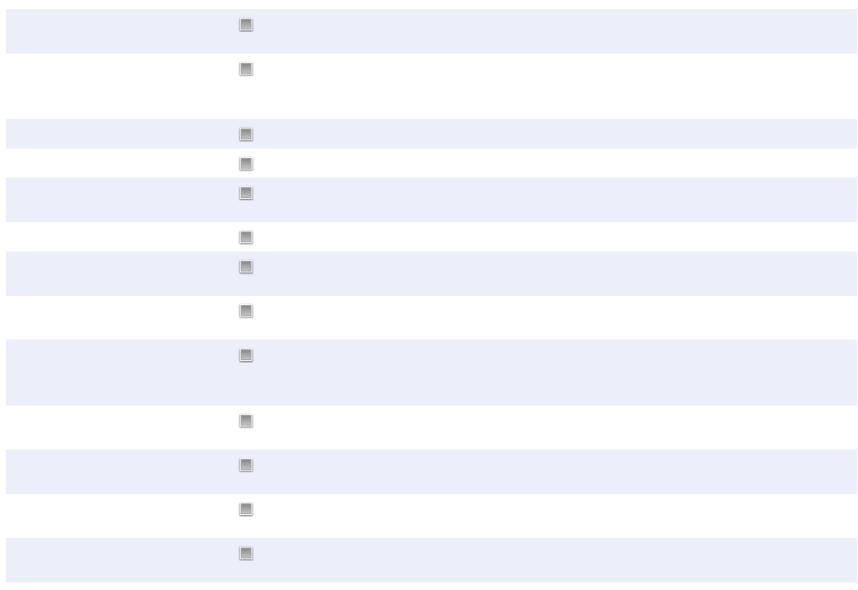
Based	on He	lpful	Contacts	Data
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QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(813) 280-8256
ESRD State Survey Agency	Dept of Health and Human Resources of West Virginia-Office of Health Facility Licensure and Cert	(304) 558-0050
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800
Home Health Agency	Dept of Health and Human Resources of West Virginia-Office of Health Facility Licensure and Cert	(304) 558-0050
QIO - Quality Improvement Organization (Quality Innovation Network)	Quality Insights Quality Innovation Network	(304) 346-9864
Ombudsman	West Virginia State Health Insurance Assistance Program (WV SHIP)	(304) 348-0707
Medicaid - Report Fraud	Department of Health and Human Resources	(304) 558-2278
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210

Page 1284 of 1330 04/19/2015

based of Freipidi Contacts De	atu.		
			(844) 455-8708
			(800) 442-2888
			(800) 424-4301
			(866) 275-2267
			(888) 545-5222
			(800) 323-4040
			(800) 442-2888
			(877) 987-3646
	304-558-2278 - (OIG direct line)	(800) 377-4850	(877) 696-6775

Page 1285 of 1330 04/19/2015



Page 1286 of 1330 04/19/2015

info@aaaasf.org or reception@aaaasf.org media@cap.org info@aaahc.org pjustice@kvss.org Debi.L.Calabrese@wv.gov

Page 1287 of 1330 04/19/2015

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www.keproqio.com
www.wvdhhr.org\ohflac
www.aha.org
www.abms.org
www.AAAASF.org
www.cap.org
www.aaahc.org
www.jointcommission.org
www.wvdhhr.org\ohflac
www.qualityinsights-qin.org
http://www.wvseniorservices.gov/
www.wvdhhr.org/oig
www.medicareappeal.com

Page 1288 of 1330 04/19/2015

WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	Complaints about my care or services
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	General health & health conditions
WV	West Virginia	Health care facilities & services in my area
WV	West Virginia	Health care facilities & services in my area
WV	West Virginia	Health care facilities & services in my area

Page 1289 of 1330 04/19/2015

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Office for Civil Rights	Office for Civil Rights of the Mid-Atlantic	(215) 861-4441
ESRD End-Stage Renal Disease Networks	Mid-Atlantic Renal Coalition - Network 5	(804) 320-0004
Nursing Home State Survey Agency	Dept of Health and Human Resources of West Virginia-Office of Health Facility Licensure and Cert	(304) 558-0050
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of West Virginia	(304) 346-0032
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122

Page 1291 of 1330 04/19/2015

(215) 861-4440

(866) 651-6272
(800) 442-2888
(800) 222-2225
(800) 891-5390
(800) 749-2257
(800) 638-8299
(800) 227-2345
(800) 242-8721
(800) 422-6237
(800) 829-1040
(800) 358-9295
(800) 622-9010
(877) 982-4584
(800) 677-1116
(800) 367-6274

Page 1292 of 1330 04/19/2015



Page 1293 of 1330 04/19/2015

	marc@nw5.esrd.net
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov
	ahrqpubs@ahrq.gov
	info@wvpca.org
	lce@aarp.org

Page 1294 of 1330 04/19/2015

www.hhs.gov/ocr			
www.esrdnet5.org			
www.wvdhhr.org\ohflac			
www.nia.nih.gov			
www.kidney.niddk.nih.gov			
www.aakp.org			
www.kidneyfund.org			
www.cancer.org			
http://www.americanheart.org/			
www.cancer.gov			
www.irs.gov			
www.ahrq.gov			
www.kidney.org			
http://www.wvpca.org			
www.aarp.org/LCE			
www.selfhelpgroups.org			

Page 1295 of 1330 04/19/2015

WV West Virginia Health care facilities & services in my area WV West Virginia Health care facilities & services in my area WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Other insurance programs			
WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Other insurance programs	WV	West Virginia	Health care facilities & services in my area
WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Other insurance programs	WV	West Virginia	Health care facilities & services in my area
WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Help with my Medicare options & issues WV West Virginia Other insurance programs	WV	West Virginia	Help with my Medicare options & issues
WV West Virginia Help with my Medicare options & issues WV West Virginia Other insurance programs	WV	West Virginia	Help with my Medicare options & issues
WV West Virginia Help with my Medicare options & issues WV West Virginia Other insurance programs	WV	West Virginia	Help with my Medicare options & issues
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WV West Virginia Other insurance programs WV West Virginia Other insurance programs WV West Virginia Other insurance programs WV West Virginia Other insurance programs WV West Virginia Other insurance programs WV West Virginia Other insurance programs WV West Virginia Other insurance programs	WV	West Virginia	Help with my Medicare options & issues
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	WV	West Virginia	Other insurance programs

Page 1296 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic Based on Helpful Contacts Data Topic Based on Helpful Contacts Data

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

To find a hospice program in my area.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Medigap Policies

Personalized health insurance counseling

Children's Health Insurance Program

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Page 1297 of 1330 04/19/2015

CHIP Children's Health Insurance Program West Virginia Children's Health Insurance Program State Hospice Organization Hospice Care Inc. of West Virginia Social Security Administration Social Security Administration RRB Railroad Retirement Board 1-800-MEDICARE 1-800-MEDICARE State Department of Insurance West Virginia Insurance Commission West Virginia Insurance Commission West Virginia State Health Insurance Assistance Program West Virginia State Health Insurance Assistance Program (WV SHIP) CHIP Insure Kids Now Children's Health Insurance Program Office of Personnel Management Office of Personnel Management Federal Black Lung Program Federal Black Lung Program State Health Departments West Virginia Department of Health & Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & Human Resources Department of Veterans Affairs Department of Veterans Affairs Department of Defense (703) 571-3343			
SSA Social Security Administration RRB Railroad Retirement Board Railroad Retirement Board 1-800-MEDICARE State Department of Insurance West Virginia Insurance Commission (304) 558-3386 SHIP State Health Insurance Assistance Program West Virginia State Health Insurance Assistance Program (WV SHIP) CHIP Insure Kids Now Children's Health Insurance Program Office of Personnel Management Office of Personnel Management Cederal Black Lung Program State Health Departments West Virginia Department of Health & Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & Human Resources Department of Veterans Affairs	CHIP Children's Health Insurance Program	<u> </u>	(304) 558-2732
RRB Railroad Retirement Board 1-800-MEDICARE State Department of Insurance West Virginia Insurance Commission (304) 558-3386 SHIP State Health Insurance Assistance Program West Virginia State Health Insurance Assistance Program (WV SHIP) CHIP Insure Kids Now Children's Health Insurance Program Office of Personnel Management Office of Personnel Management Federal Black Lung Program State Health Departments West Virginia Department of Health & Hudden Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & Human Resources Department of Veterans Affairs Department of Veterans Affairs	State Hospice Organization	Hospice Care Inc. of West Virginia	(304) 529-4217
1-800-MEDICARE State Department of Insurance West Virginia Insurance Commission (304) 558-3386 SHIP State Health Insurance Assistance Program West Virginia State Health Insurance Assistance Program (WV SHIP) CHIP Insure Kids Now Children's Health Insurance Program Office of Personnel Management Office of Personnel Management Federal Black Lung Program State Health Departments West Virginia Department of Health & (304) 348-3365 Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & (304) 558-1700 Human Resources Department of Veterans Affairs	SSA Social Security Administration	Social Security Administration	
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Office of Personnel Management Office of Personnel Management Federal Black Lung Program State Health Departments West Virginia Department of Health & (304) 348-3365 Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & (304) 558-1700 Human Resources Department of Veterans Affairs Department of Veterans Affairs	SHIP State Health Insurance Assistance Program	· · · · · · · · · · · · · · · · · · ·	(304) 558-3317
Federal Black Lung Program State Health Departments West Virginia Department of Health & (304) 348-3365 Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & (304) 558-1700 Human Resources Department of Veterans Affairs Department of Veterans Affairs	CHIP Insure Kids Now	Children's Health Insurance Program	
State Health Departments West Virginia Department of Health & (304) 348-3365 Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & (304) 558-1700 Human Resources Department of Veterans Affairs Department of Veterans Affairs	Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Human Resources HUD U.S. Department of Housing U.S. Department of Housing and Urban Development (HUD) State Medical Assistance Office West Virginia Department of Health & (304) 558-1700 Human Resources Department of Veterans Affairs Department of Veterans Affairs	Federal Black Lung Program	Federal Black Lung Program	
Development (HUD) State Medical Assistance Office West Virginia Department of Health & (304) 558-1700 Human Resources Department of Veterans Affairs Department of Veterans Affairs	State Health Departments		(304) 348-3365
Human Resources Department of Veterans Affairs Department of Veterans Affairs	HUD U.S. Department of Housing	, and the second	(202) 708-1112
	State Medical Assistance Office	,	(304) 558-1700
Department of Defense Department of Defense (703) 571-3343	Department of Veterans Affairs	Department of Veterans Affairs	
	Department of Defense	Department of Defense	(703) 571-3343

Page 1298 of 1330 04/19/2015

'		
		(877) 982-2447
		(800) 788-5480
		(800) 772-1213
Additional Email: medicare.railroad@palmettogba.com	(312) 751-4701	(877) 772-5772
		(800) 633-4227
	(304) 558-1296	(888) 879-9842
		(877) 987-4463
		(877) 543-7669
	(202) 606-2532	(888) 767-6738
		(800) 638-7072
		(888) 483-0797
	(202) 708-1455	(800) 569-4287
		(800) 642-8589
		(800) 827-1000

Page 1299 of 1330 04/19/2015



Page 1300 of 1330 04/19/2015

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javerplaetse@rrb.gov
consumer.service@wvinsurance.gov
marcia.d.meeks@wv.gov
retire@opm.gov
boaltc@ltc.state.wi.us
medman@wvdhhr.org

Page 1301 of 1330 04/19/2015

http://www.chip.wv.gov/
www.hospiceofhuntington.org
www.socialsecurity.gov
www.rrb.gov
www.wvinsurance.gov
www.wvship.org
www.insurekidsnow.gov
www.opm.gov\retire
http://owcp.dol.acs-inc.com
www.dhhr.wv.gov/bms
www.hud.gov
http://www.wvdhhr.org/bms/
www.va.gov
www.defense.gov

Page 1302 of 1330 04/19/2015

WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Claims & billing
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services

Page 1303 of 1330 04/19/2015

Bills for durable medical equipment and a list of approved suppliers of this equipment.

(For Railroad Retirement beneficiaries only) - Part B bills and services.

Home health, hospice care, and fraud.

Medicare Secondary Payer, and who pays first.

Part A and B bills and services, hospital care, skilled nursing care, and fraud.

Part A bills and services, hospital care, skilled nursing care, and fraud.

Part B bills and services.

Reporting fraud.

Complaints about quality of care, and filing an appeal or complaint.

Complaints about the quality of care in dialysis facilities.

Finding a voluntary list of patients' rights in a hospital.

Finding out if a doctor is board certified.

Finding out if an ambulatory surgical center is accredited or not.

Finding out if the lab where your blood tests are sent is accredited or not.

Finding out if urgent care centers and ambulatory surgical centers are accredited or not.

Finding out if your health care organization is accredited or not.

Page 1304 of 1330 04/19/2015

DME MAC Durable Medical Equipment Medicare Administrative Contractor	Noridian Administrative Services	
RRB Carrier - Railroad Retirement Board Carrier	Noridian	(877) 288-7600
RHHI Regional Home Health Intermediary	Noridian Administrative Services	
Benefits Coordination & Recovery Center (BCRC)	Benefits Coordination & Recovery Center (BCRC)	
A/B MAC A/B Medicare Administrative Contractor	Noridian Administrative Services	
Fiscal Intermediary	Noridian Administrative Services	
Carrier	Noridian Administrative Services	
OIG (DHHS) Office of the Inspector General (Department of Health and Human Services)	Department of Health and Human Services - Office of Inspector General	(202) 619-1343
QIO - Quality Improvement Organization (Beneficiary and Family Centered Care)	KePRO	(216) 447-9604
ESRD State Survey Agency	Department of Health of Wyoming - Office of Health Care Licensing and Surveys	(307) 777-7123
American Hospital Association	American Hospital Association	(312) 422-3000
American Board of Medical Specialties	American Board of Medical Specialties	(312) 436-2600
American Association for Accreditation of Ambulatory Surgical Facilities	American Association for Accreditation of Ambulatory Surgical Facilities	(847) 775-1970
College of American Pathologists	College of American Pathologists	(847) 832-7000
Accreditation Association for Ambulatory Health Care	Accreditation Association for Ambulatory Health Care	(847) 853-6060
Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	Joint Commission on Accreditation of Healthcare Organizations (JCAHO)	(630) 792-5800

Page 1305 of 1330 04/19/2015

	(800) 633-4227
	(888) 355-9165
	(800) 633-4227
(855) 797-2627	(855) 798-2627
	(800) 633-4227
	(800) 633-4227
	(800) 633-4227
	(800) 447-8477
	(844) 430-9504
	(800) 424-4301
	(866) 275-2267
	(888) 545-5222
	(800) 323-4040

Page 1306 of 1330 04/19/2015

Jurisdiction D 1-800-MEDICARE Jurisdiction 3 1-800-MEDICARE 1-800-MEDICARE (800) 377-4950

Page 1307 of 1330 04/19/2015

medicare.railroad@palmettogba.com
hhstips@oig
wdh-ohls@health.wyo.gov
info@aaaasf.org or reception@aaaasf.org
media@cap.org
info@aaahc.org

Page 1308 of 1330 04/19/2015

www.noridianmedicare.com/dme www.palmettogba.com/medicare www.cob.cms.hhs.gov http://www.noridianmedicare.com/ noridianmedicare.com www.oig.hhs.gov www.keproqio.com www.aha.org www.abms.org www.AAAASF.org www.cap.org www.aaahc.org

www.jointcommission.org

Page 1309 of 1330 04/19/2015

WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	Complaints about my care or services
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions

Page 1310 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Home Health Care which is skilled nursing care and certain other health care services that you get in your home for the treatment of an illness or injury.

Local and community level projects to improve patient safety, reduce harm, and improve clinical care.

Obtaining information on nursing homes or resolving problems between nursing homes and residents or their families.

Report Medicaid fraud and abuse.

Requesting external reviews of Medicare managed care denials.

Submitting a complaint about discrimination.

Where to submit a complaint about the quality of care I received from my kidney dialysis facility.

Where to submit a complaint about the quality of life or quality of care inside a nursing home.

Discussing health concerns, medicines, and other issues important to older people.

Educational materials for people with kidney disease.

Educational materials for people with kidney disease.

Financial assistance and educational materials for people with kidney disease.

Finding information on cancer.

Finding information on heart disease.

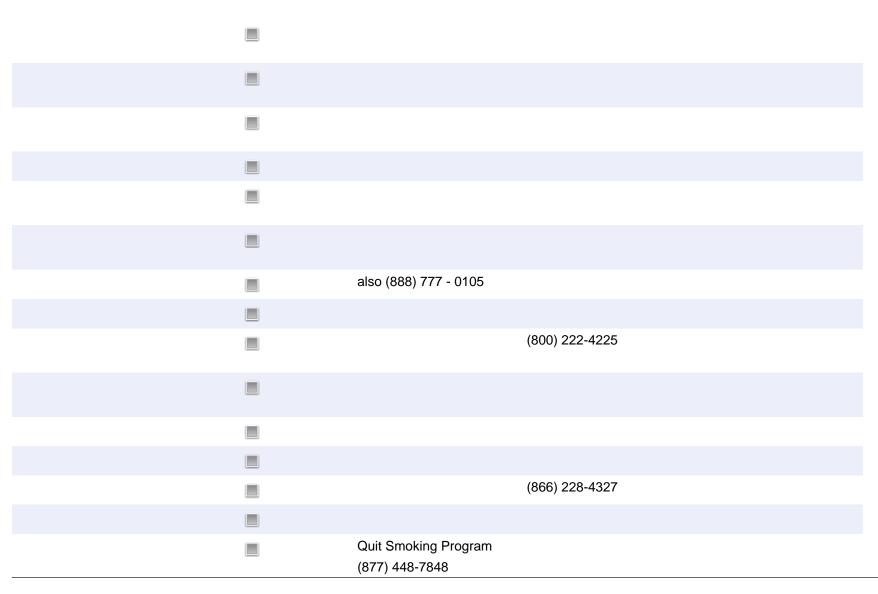
Information on cancer treatments, clinical trails, alternative medicine, coping with side effects, and other cancer related information.

Organizations (JCAHO)	Healthcare Organizations (JCAHO)	
Home Health Agency	Wyoming Department of Health	(307) 777-7123
QIO - Quality Improvement Organization (Quality Innovation Network)	Mountain Pacific Quality Health Foundation	(406) 443-4020
Ombudsman	Senior Citizens Long Term Care of Wyoming - Ombudsman	(307) 322-5553
Medicaid - Report Fraud	Wyoming Department of Health	(307) 777-7531
Center for Health Dispute Resolution (CHDR)	MAXIMUS Center for Health Dispute Resolution (CHDR)	(585) 425-5210
Office for Civil Rights	Office for Civil Rights of Colorado, Montana, North Dakota, Utah, and Wyoming	(303) 844-2024
ESRD End-Stage Renal Disease Networks	Intermountain ESRD Network - Network 15	(303) 831-8818
Nursing Home State Survey Agency	Office of Health Quality of Wyoming	(307) 777-7123
National Institute on Aging Information Center	National Institute on Aging Information Center	
National Kidney and Urologic Diseases Information	National Kidney and Urologic Diseases Information	(301) 654-4415
American Association of Kidney Patients	American Association of Kidney Patients	(813) 636-8100
American Kidney Fund	American Kidney Fund	(301) 881-3052
American Cancer Society	American Cancer Society	
American Heart Association	American Heart Association	(214) 570-2000
National Cancer Institute's Cancer Information Service	National Cancer Institute's Cancer Information Service	

Page 1312 of 1330 04/19/2015

	(800) 497-8232
(222) 244 242	
(303) 844-3439	
	(800) 783-8818
	(866) 571-0944
	(800) 222-2225
	(800) 891-5390
	(800) 749-2257
	(800) 638-8299
	(800) 227-2345
	(800) 242-8721
	(800) 422-6237

Page 1313 of 1330 04/19/2015



Page 1314 of 1330 04/19/2015

wdh-ohls@.wyo.gov

	drodgers@nw15.esrd.net
	tschmi@missc.state.wy.us
	niaic@nia.nih.gov
	nkudic@info.niddk.nih.gov
	Tilladio Gillio Illiadi. Illingov
(866) 300-2900	helpline@akfinc.org
(800) 242-8721	inqueries@heart.org
	cancergovstaff@mail.nih.gov

Page 1315 of 1330 04/19/2015

www.mpqhf.org
http://www.wyomingseniors.com/ombudsman.htm
www.medicareappeal.com
www.hhs.gov/ocr
www.esrdnet15.org
http://wdh.state.wy.us/ohls
www.nia.nih.gov
www.kidney.niddk.nih.gov
www.aakp.org
www.kidneyfund.org
www.cancer.org
http://www.americanheart.org/
www.cancer.gov

Page 1316 of 1330 04/19/2015

WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	General health & health conditions
WY	Wyoming	Health care facilities & services in my area
WY	Wyoming	Health care facilities & services in my area
WY	Wyoming	Health care facilities & services in my area
WY	Wyoming	Health care facilities & services in my area
WY	Wyoming	Help with my Medicare options & issues
WY	Wyoming	Help with my Medicare options & issues
WY	Wyoming	Help with my Medicare options & issues
WY	Wyoming	Help with my Medicare options & issues
WY	Wyoming	Help with my Medicare options & issues
WY	Wyoming	Help with my Medicare options & issues
WY	Wyoming	Other insurance programs

Page 1317 of 1330 04/19/2015

Helpful Contacts - Agency List By Topic

Obtaining materials/forms for income tax filing and how Medicare Savings Accounts can affect my income taxes.

Ordering brochures on "Choosing a Hospital, Choosing Treatments and Choosing a Hospital."

Support groups and educational materials for people with kidney disease.

Finding a Federally Qualified Health Center (FQHC) closest to me to help me lower my health care costs. FQHCs include community health centers, tribal health clinics, migrant health services, and health centers for the homeless.

Finding necessary and convenient services that serve the elderly in their community.

Finding specific health support groups in your area.

Health insurance programs to children whose families earn too much to be eligible for Medicaid, but not enough to purchase private insurance.

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

(For Railroad Retirement beneficiaries only) - RRB benefits, lost RRB Medicare card, address change, and enrolling in Medicare.

General Medicare information, ordering Medicare booklets, and information about health plans.

Information on local seminars and health fairs on Medicare health plan choices, or to report a complaint directly to CMS.

Medigap Policies

Personalized health insurance counseling

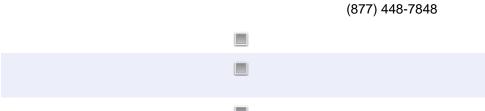
Children's Health Insurance Program

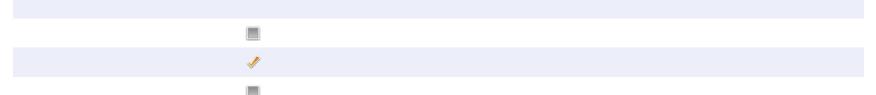
	Information Service	
Internal Revenue Service	Internal Revenue Service	
Agency for Healthcare Research and Quality (AHRQ)	Agency for Healthcare Research and Quality (AHRQ)	
National Kidney Foundation, Inc.	National Kidney Foundation, Inc.	(212) 889-2210
Primary Care Association	Primary Care Association of Wyoming	(307) 632-5743
Eldercare Location	DC longterm care Ombudsman program	(202) 434-2120
American Self-Help Clearinghouse	American Self-Help Clearinghouse	(973) 989-1122
CHIP Children's Health Insurance Program	Wyoming Kid Care	(307) 777-8923
SSA Social Security Administration	Social Security Administration	
RRB Railroad Retirement Board	Railroad Retirement Board	
1-800-MEDICARE	1-800-MEDICARE	
CMS RO - Centers for Medicare & Medicaid Services Regional Office	CMS, Denver Regional Office	(303) 844-1568
State Department of Insurance	Insurance Department of Wyoming	(307) 777-7401
SHIP State Health Insurance Assistance Program	Wyoming State Health Insurance Information Program (WSHIIP)	(307) 856-6880
CHIP Insure Kids Now	Children's Health Insurance Program	

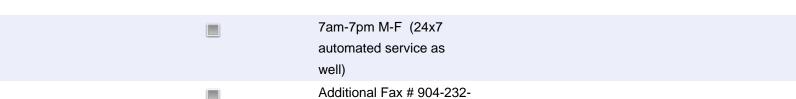
Page 1319 of 1330 04/19/2015

	(800) 829-1040
	(800) 358-9295
	(800) 622-9010
	(800) 677-1116
	(800) 367-6274
	(888) 996-8786
	(800) 772-1213
(312) 751-4701	(877) 772-5772
	(800) 633-4227
	(800) 438-5768
	(800) 856-4398
	(877) 543-7669
	(312) 751-4701

Page 1320 of 1330 04/19/2015













(888) 586-6340

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wypca@wypca.org
lce@aarp.org
njshc@cybernex.net
kidcarechip@health.wyo.gov
javerplaetse@rrb.gov
jhacklem@wyoming.com

Page 1322 of 1330 04/19/2015

www.irs.gov
www.ahrq.gov
www.kidney.org
http://www.wypca.org/
www.aarp.org/LCE
www.selfhelpgroups.org
http://www.health.wyo.gov/healthcarefin/chip/index.html
www.socialsecurity.gov
www.rrb.gov
www.cms.gov
http://doi.wyo.gov
http://www.wyomingseniors.com/
www.insurekidsnow.gov

Page 1323 of 1330 04/19/2015

WY	Wyoming	Other insurance programs
WY	Wyoming	Other insurance programs
WY	Wyoming	Other insurance programs
WY	Wyoming	Other insurance programs
WY	Wyoming	Other insurance programs
WY	Wyoming	Other insurance programs
WY	Wyoming	Other insurance programs

Claims and other issues for retired federal employees and their dependents/survivors.

Finding out where my doctor should send the bills for the diagnosis and treatment of my black lung disease.

Health based programs and services.

Information and services about homes and communities for citizens and for HUD's current and potential home buyers.

Medicaid program

VA medical benefits.

Whether I qualify for military retiree health care benefits.

Page 1325 of 1330 04/19/2015

Office of Personnel Management	Office of Personnel Management	(202) 606-1800
Federal Black Lung Program	Federal Black Lung Program	
State Health Departments	Wyoming Department of Health	(307) 777-7656
HUD U.S. Department of Housing	U.S. Department of Housing and Urban Development (HUD)	(202) 708-1112
State Medical Assistance Office	Wyoming Department of Health	(307) 777-7656
Department of Veterans Affairs	Department of Veterans Affairs	
Department of Defense	Department of Defense	(703) 571-3343

Page 1326 of 1330 04/19/2015

(202) 606-2532	(888) 767-6738
	(800) 638-7072
(202) 708-1455	(800) 569-4287
	(800) 827-1000

Page 1327 of 1330 04/19/2015

(800) 878-5707

Page 1328 of 1330 04/19/2015

retire@opm.gov

wdh@health.wyo.gov

Page 1329 of 1330 04/19/2015

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http://owcp.dol.acs-inc.com
www.hud.gov
www.va.gov
www.defense.gov